

REVISED POSITION – Middletown Location

Mental Health Association in Orange County, Inc.



OUTREACH / CARE MANAGER JOB POSTING

- I. **Title:** Outreach/Care Manager – *Position located in Middletown*
- II. **Reports to:** Care Coordination Program Manager
- III. **Job Objectives:**
- Under the direction of the Care Coordination Program Manager - provide outreach and care management to individuals enrolled in the Health Home Care Coordination Program. Position to be located in Middletown.

Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and **WELCOME Orange**.

IV. **Qualifications - Education:**

- Bachelor's Degree in any of the following: child and family studies, community mental health, counseling, education, nursing, occupational therapy, physical therapy, psychology, recreation/recreation therapy, rehabilitation, social work, sociology, or speech and hearing;
OR
NYS licensure and current registration as a Registered Nurse and a bachelor's degree;
OR
A bachelor's level education or higher in any field with five years of experience working directly with persons with behavioral health diagnoses;
OR
A Credentialed Alcoholism and Substance Abuse Counselor (CASAC).

Qualifications - Experience:

- Two years of experience (a Master's degree in a related field may substitute for one year's experience)
EITHER
Providing direct services to persons diagnosed with mental disabilities, developmental disabilities, alcoholism or substance abuse;
OR
Linking persons who have been diagnosed with mental disabilities, developmental disabilities, alcoholism or substance abuse to a broad range of services essential to successfully living in a community setting.
 - Bilingual Spanish / English a plus.
 - Effective written and oral communication skills.
 - Experience with Health Homes highly preferred.
 - Knowledge of Medicaid procedures highly preferred.
 - Experience with Electronic Health Record Program(s) required.
 - Experience working with Excel and Microsoft Word preferred.
 - Ability to work independently with minimal direct supervision.
 - Must be organized, self-motivated and have the ability to coordinate multiple tasks simultaneously.

- Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
- Valid NYS Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

V. Responsibilities:

- Attend weekly Care Coordination team meetings.
- Responsible for outreach process of an assigned roster of Health Home referrals including but not limited to: sending information letters, phone contacts, street contacts, researching referral locations and maintaining referral lists by outreach and hiatus status.
- Learn GSI and AWARDS system and upward enrollment process as assigned by supervisor.
- Develop and build up a caseload for new clients and deliver care coordination services as outlined under Health Home Model for Care Coordination.
- Complete New York State Community Mental Health (CMH) assessments and reassessments.
- Submit monthly billing for caseload and outreach efforts in a timely and accurate manner.
- Complete monthly scorecard data collection information.
- Maintain all client records electronically through Foothold Technology and GSI Electronic Record Keeping.
- Maintain all client files according to program policies and procedures.
- Establish and maintain linkage with appropriate community agencies and service providers.
- Attend trainings and meetings relevant to Health Homes.
- Provide 24-hour on-call services when scheduled.
- Represent MHA at meetings as necessary.

VI. Other Duties:

- Answer Helpline minimally one (1) hour per week and more often as needed.
- In the spirit of teamwork, answer MHA's main office phone as needed.
- Participate in MHA's committees as needed.
- Duties outlined above are intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

VII. Terms of employment/benefits:

- Non-Exempt.
- Forty (40) hours per week.
- Paid holidays, vacation, personal and sick leave according to MHA policy.

Please send letter of intent and resume to:
Michelle Roe
Mental Health Association in Orange County, Inc.
73 James P. Kelly Way
Middletown, NY 10940
or fax to (845) 343-9665
or email to mroe@mhaorangeny.com