



CONSEJO

High Utilizer Mental Health Case Manager

The High Utilizer case manager will work in partnership with the mental health therapists to be more responsive when 3B clients are experiencing a mental health crisis, exiting from jail, local and state hospitals. This position will provide services at the client's home, schools and other community settings.

Responsibilities:

- Provide intensive case management services for 3B clients.
- Maintain an annualized caseload of 15 clients.
- Provide a minimum of 4 direct client service hours per day.
- 100% Quality Assurance Compliance.
- Provide wraparound services.
- Consult and collaborate with other professionals, supervisors and/or agencies on clients and follow-up in order to ensure optimal client outcomes.
- Attend mandatory clinical in-services/trainings, supervision, and regularly scheduled department/agency meetings.
- Work in partnership with Consejo's mental health therapist and psychiatric staff.
- Assist in identifying, implementing and coordinating services/activities in order to meet client needs.
- Provide education and information in the community as needed.
- Serve on committees, task forces and special assignments as directed.
- Serve as a liaison between the client and the multiple numbers of systems utilized by the client.
- Advocate on behalf of the client to ensure the client remains in school, home and in the community when appropriate.
- Connect the client and the family to appropriate resources in the community.
- Reduce the client's law enforcement involvement, truancy, school suspension, juvenile detention, psychiatric hospitalization, out-of-home placement, and homelessness.

Recovery Best Practices:

- Ability to understand and use the ten core principles from the national consensus statement on recovery (hope, self direction, individualized and person-centered, empowerment, holistic, non-linear, strengths-based, peer support, respect, and responsibility).
- Ability to understand the mutually affirming roles of peer support and professional services.
- Knowledge on conducting strengths-based interviews and how to utilize strengths in implementing the care plan.
- Provide outpatient evaluations, assessments, care plans and progress notes that are individualized and recovery oriented.
- Ability to engender hope, optimism, and recovery for people at every level of disability, various degrees of insight, and/or various levels of motivation.
- Ability to assist consumers to assume or resume employment, education, or normalized housing, and to thrive in these roles.
- Ability to locate community resources outside of the mental health system and inspire consumers to use them.
- Provide culturally competent recovery practices for the Latino consumer.
- Knowledge on how to implement a Wellness Recovery Action Plan.
- Knowledge on motivational interviewing skills to enhance recovery potential.
- Skills in helping people who have experienced trauma to recover.
- Provide family psycho-education and engagement

Requirements/Qualifications:

- Bachelor's degree with major specialization in social, behavioral or human services or human related fields or High school diploma or GED with related volunteer experience comparable to two years full time work in a social, behavioral, or human services or related fields.
- The employee is required to be able to safely operate a motor vehicle and be able to obtain a license therefore.
- Proficient in speaking, reading and writing Spanish and English

Consejo Counseling & Referral Service is pleased to provide a very competitive benefits package. We are an Equal Opportunity and Drug Free Employer. To apply for this position, please submit your resume and cover letter to: jobs@consejo-wa.org.