



## American Indian Health and Family Services Of Southeastern Michigan, Inc.

Minobinmaadziwin "A Good Life"

### Job Description

**Job Title:** Case Manager

**Department:** Behavioral Health

**Program/s:** Collaborative Spirit of Hope (Zero Suicide)

**Reports To:** Clinical Supervisor

**Employment Category:** Regular Full-Time

**FLSA Status:**  Exempt or  Non-Exempt

**Position Summary:** While delivering innovative solutions, exceptional service and trusted results, the Youth Liaison will perform professional work as a liaison for clients within the agency and in our local community. The Zero Suicide Case Manager works directly with the project team, behavioral health therapists and Clinical Supervisor, to facilitate screenings, continued care referrals, follow-up contacts and overall case management services. The position utilizes evidence-based practice (EBP) interventions and treatment strategies as well as culturally-infused Practice-Based Evidence to expand the safety net of suicide prevention and intervention for all community members.

#### Essential Duties and Responsibilities:

- Directly coordinates, facilitates and participates in all level of care transfers.
- Assists in the development of safety plans and provides on-going support and assistance with the individual's plan of care.
- Serves as the primary contact person for the consumer and collaboratively supports all service providers.
- Participates in all program related screenings, trainings, outreach activities, programs and events.
- Prepares and writes progress reports as needed, inclusive of data tracking and respective reporting requirements.
- Collaborates with team to build a support system that integrates Traditional Healing and culture.
- Attends multi-disciplinary case conference meetings.
- Facilitates integrative care and supportive service activities and appointments.
- Educates the target community on various outreach programs and agency programs for suicide prevention and health and well-being. Distributes educational materials in the community and informs clients of upcoming events or programs.
- Assists in planning, preparation and staffing for on and off-site community events such as health fairs, education and wellness conferences, cultural events and pow-wows.

#### Other Duties and Responsibilities:

- Interacts with consumers and community members to determine methods of promoting health promotion/disease prevention information including but not limited to alcohol, tobacco and drug (ATOD) education, mental health and suicide prevention, nutrition and physical activity.
- Provides outreach services to target population and provides short- and long-term services to at-risk individuals and families to address crisis issues and resolve conflict.
- Assists with outreach to internal departments and external community partners.

- Facilitates client transportation, recruitment, reminder phone calls, integrative care needs, scheduling assistance with appointments, and related supportive service needs.
- Serve as an advocate for the consumer.
- Collects, compiles and submits data for entry to verify client contacts. Ensures all case management activities and client contacts are documented.
- Educates the target community on various medical, behavioral health and health education outreach programs and the importance of utilizing the agency programs for health and well-being.
- Identifies appropriate programs for patients and families enrollment if needed.
- Participates actively as member of inter-departmental team to coordinate /services.

**Education/Experience:** Bachelor's Degree is required in social work, psychology, sociology, public health, or other related concentration required. One year of demonstrated case management experience, with related suicide prevention experience preferred. Must have working knowledge of Microsoft Office package. Must be able to demonstrate requirements during the interview process.

**Additional Qualifications:**

- Must be self-directed.
- Must be able to maintain confidentiality, handle crisis and tolerate stress professionally.
- Valid MI Chauffeur's license; other credential or licenses must be kept current and consistent with applicable regulations.
- Ability to maintain a flexible work schedule, including evenings, weekends and overnight or extended travel as necessary.
- Ability to promote an alcohol, tobacco and drug-free lifestyle.
- Ability to apply proficient understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to read and comprehend simple instructions, short correspondence and memos.

**Other Requirements:** Familiarity and/or experience working with the Native American community; respect for and knowledge of traditional, cultural and spiritual practices of a diverse Native American community, as well as an ability to work with other racially, culturally and ethnically diverse populations.

**Work Environment/Physical Demands:** The characteristics and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is often required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 20 pounds. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**NATIVE AMERICAN/AMERICAN INDIAN PREFERENCE IN HIRING WILL BE APPLIED AS DEFINED IN THE INDIAN PREFERENCE ACT (TITLE 25, U.S. CODE SECTIONS 472 AND 473).**

**Acknowledgement of Receipt**

I acknowledge that this job description is neither a contract of employment nor a legal document. I

have received the job description, and I understand that it is my responsibility to read and comply with the duties contained in this description and any revisions made to it.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

ENTERED INTO PERSONNEL FILE BY: \_\_\_\_\_ DATE: \_\_\_\_\_

*Revised: 6-27-18*