



REACH Medical Job Posting Posted 5/18/2022

Position Title: Case Manager/Outreach Worker for Ithaca Wellness and Recovery Court

**Reach Medical, seeks a full time Wellness Court Case Manager
Reports to: REACH Director of Behavioral Health**

Position Goals and Role:

This position is integral to supporting Ithaca Wellness Recovery Court. This position provides outreach and case management services for participants to assist them with their economic, emotional, social and environmental difficulties.

Duties include but are not limited to:

- Assess participants for severity of health, behavioral and /or drug user health needs including but not limited to housing, nutrition, clothing, safety, security, etc.
- Provides casework counseling in a number of areas involving disability benefits, rent subsidies, nutrition services, medical insurance, medical, food stamp, public assistance benefits, financial management and parenting.
- Assist participants in gaining access to a variety of funding programs (e.g., SSI, VA)
- Develop and maintain accessible participant files and timely documentation
- Formulates and carries out plans to meet the needs of the individual and routinely reviews progress with supervisors
- Provides casework counseling to motivate the individual to increase their own capacity and confidence in their ability to handle problems
- Visits institutions or other agencies and coordinates the delivery of services
- Establishes a relationship with individuals to encourage them to avail themselves of recommended services
- Identifies the need for the services through in-depth discussions with clients
- Maintains liaison with various individual agencies to which individuals and families can be referred for services
- Periodically reviews cases with the appropriate personnel to determine changes in the individuals or family's situations affecting need for service including the evaluation of drug/alcohol abuse
- Responds to emergency call and requests for aid in shelter, food, medical and/or

- abuse or neglect situations
- Responds to crisis situations involving suicide risk, violence of need for emergency psychiatric care
- Attend all team meetings and maintain active communication with all team members.

QUALIFICATIONS

Minimum Education/Experience

- Associate's Degree OR CASAC
AND
- Two years' experience (professional or lived) with mental health, substance use disorder, criminal justice issues

Preferred Experience

- Possession of a bachelor's degree from a regionally accredited college or university
- Street outreach experience providing services and resources to the populations we serve.
- Knowledge of the value of trauma informed support and care.
- Understanding harm reduction principles.

Knowledge, Skills, and Abilities

- Ability to set clear boundaries, resolve conflict, and de-escalate issues.
- Dependable, prompt, ability to work under pressure, receptive to change, willingness to learn, and a collaborative approach to problem-solving.
- Ability to establish and maintain effective working relationships with staff, participants, and outside contacts from a wide variety of ethnic, socioeconomic, and cultural backgrounds, good diplomatic skills.
- Possession of a valid New York State Motor Vehicle Operator's License (local travel on behalf of the Agency is a job requirement).
- Good knowledge of local community service agencies and their programs
- Ability to counsel individuals in the areas of economic, social, emotional and vocational problems
- Ability to observe and analyze
- Ability to prepare and maintain records and reports
- Ability to operate a computer terminal for the entry or retrieval of data
- Ability to perform close, detail work
- Sensitivity to the reactions of others

Benefits:

This position is a full-time, benefits eligible position.

REACH Medical provides low-threshold, harm reduction-oriented primary care in a multi-disciplinary, integrated practice to further the REACH Mission of ensuring health equity to all who typically face stigma in the current healthcare system.

Successful applicants will be able to demonstrate based on experience and/or an aspirational commitment, their commitment to harm reduction, health equity and providing care to underserved populations.

Candidates will be able to demonstrate strong written, verbal and interpersonal communication skills.

REACH is dedicated to: health equity; we are committed to hiring and developing well-qualified staff who reflect the racial, ethnic, social and cultural diversity of the people we wish to serve.

People of color, people with LGBTQ identities, and people with disabilities are particularly encouraged to apply.

Please submit a cv/resume or cover letter to Ginny @ gdecare@reachmed.org.