



REACH Medical / Project Job Posting

Position Title: Case Manager for Law Enforcement Assisted Diversion (LEAD)

Position Scope / Goals:

The case manager role is critical to the LEAD project in providing client engagement and intensive case management services to individuals suspected of low-level drug offenses and other misdemeanors. LEAD is a collaboration involving local police, prosecutors, public defenders, corrections officers, and social service providers, designed to divert individuals arrested or suspected of low-level drug offenses and/or other misdemeanors into social services rather than the criminal justice system. The LEAD Team is passionate about creating a welcoming, hospitable environment while providing quality services in a client/patient-centered manner. We value diversity as part of our commitment to social justice, and appreciate hard work, creativity, and enthusiasm.

The Case Manager will provide direct services in managing a caseload of clients. Duties include but are not limited to:

- Provide Outreach and Intensive Case Management services for assigned clients.
- Development of Individualized Service Plans in collaboration with clients as well as implement, evaluate, and update as required and appropriate.
- Engage participants on the street and at social service provider locations and concurrently establish working relationships with collaborating agencies in offering services.
- Assess participants for severity of health, behavioral, and /or drug user health needs including consideration of an individual's social determinants of health, e.g., housing, nutrition, clothing, safety, security, etc.
- Assist participants in gaining access to a variety of funding programs (e.g., SSI, VA)
- Assist participants in finding housing and maintaining occupancy.
- Develop and maintain collaborative relationships with LEAD partners including Ithaca Police Department, Tompkins County Sheriff, city, and prosecutors' offices.
- Provide advocacy and support for participants within the criminal justice system including court appearances and written communication.
- Develop and maintain accessible participant files and timely documentation,
- Other duties as assigned by REACH supervisor.

Qualifications:

- High school diploma or equivalent required.
- Experience serving populations impacted by extreme poverty, behavioral health conditions, and mental illness from a harm reduction model of care.
- The ability to respectfully engage and develop a working alliance with the people we serve.

- 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
- 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.

Benefits: This position is Full Time benefits-eligible.

The salary range for this position is: \$17.00 - \$24.99/hour.

REACH Medical PLLC 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.

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, LGBTQ individuals, individuals with disabilities and relevant lived experience are particularly encouraged to apply.

Please submit a cover letter and resume to Ginny @ hr@reachmed.org.