

Employer:	Harmony Acres Equestrian Center
Title:	Case Manager/Resource Navigator
Full/Part Time:	Full-time 40 hours per week
Supervisor:	Executive Director
Pay Range and Benefits:	\$18-\$23.50 per hour, DOE QSEHRA benefits of \$375 per month; paid-time off, holiday, and sick time as per company manual

JOB DESCRIPTION

The Case Manager works with the clinical team to respond to and organize client communications and outreach; assist in connecting clients to needed resources (during, prior, and following their time at Harmony Acres); and assist with client and group scheduling.

Primary tasks include:

- Respond to clients reaching out for Harmony Acres services
 - Maintain and organize a client waiting list to manage client needs for services, with an emphasis on ensuring that clients are connected to needed services. Work directly with other Harmony Acres services providers to assist in scheduling clients for needed services at Harmony Acres; communicate with clients wait times and expected scheduling.
 - Provide client screenings to assess social-emotional needs as well as basic physical needs and psycho-social factors.
 - Provide tours to individuals reaching out to services; assess needs and fit for programming and explain program options; begin building client relationship
 - Based on screenings, assist in connecting clients to needed community resources, including food/housing/basic needs; Medicaid eligibility and assistance; other community mental health resources; any other needed resources.
 - Track client outcomes and resolutions.
 - Maintain excellent documentation and data, as required by Medicaid billing or licensing
- Provide Resource Navigation assistance to existing clients
 - Assist individuals with needed applications such as Harmony Acres paperwork; Medicaid applications; other service provider applications, as requested by Harmony Acres clinicians or clinical staff.
 - Work with the clinical team to identify community resources and build and maintain relationships with community partners.
 - Maintain excellent documentation of interactions and outreaches, as required by Medicaid billing or licensing.
 - Build professional relationships with clients and assist in tracking their needs and successes.
 - Attend networking events and community networking as applicable.
- Assist with Individual and Group Scheduling and Planning
 - Work directly with the clinical team to determine best fit for clients who have not entered services
 - Assist in planning and scheduling of group sessions, including performing client outreaches, screenings, and scheduling, and any needed communication with other staff members.

- Track outcomes and resolutions.
- Maintain excellent documentation of interactions and outreaches, as required by Medicaid billing or licensing.
- Assist with Data tracking and Collection
 - Ensure needed forms are collected such as exit surveys and demographic forms
 - Assist in the collection and compilation of data as requested
- General Office Tasks
 - Check facility phone on a daily basis and direct communication to appropriate staff member via email communication
 - Assist with office cleanliness and organization
 - Greet visitors as needed
- Scheduling/Communication
 - Work with Harmony Acres staff to assist in scheduling block sessions for clients. Communicate client needs and assist instructors/peers/therapists in pulling clients from the waiting list
 - Communicate client needs to instructors/peers/therapists and act as an advocate for clients in ensuring client needs are met
- Session Assistance/Horse Handling
 - Assist therapists or instructors with therapeutic sessions via handling horses and providing needed feedback
 - Act as a Therapeutic Riding Intern, learning and implementing instructor skills, as guided by a PATH instructor
 - Fill out needed session documentation within 48 hours of the session
 - Assist in the gathering of information to complete client therapeutic riding evaluations and treatment plans, underneath the assistance of a PATH supervisor
 - Work one-on-one with riding horses, as assigned, to increase horse's skills in therapeutic riding
- Other Duties as assigned

POSITION REQUIREMENTS

The Case Manager requires a orientation for detail, an ability to stay organized, and a high ability to work with people and maintain healthy, professional relationships in a helping field. The Case Manager should also possess:

- Excellent time management skills and ability set up and work within their own work environment, while also staying flexible to a variety of scheduling demands.
- Proficiency in the use of technology, such as Excel; ability to learn specific databases (Therapy Notes) or data tracking systems.
- Ability to stay organized and assist other team members with organization and scheduling.
- Customer service orientation; ability to create a friendly, welcoming space for clients and others.
- Understanding of and appreciation for Harmony Acres' clients, and for working with vulnerable populations and others in crisis, suffering from trauma and/or otherwise challenged by physical or mental health issues.

- Ability to build professional relationships with clients while also setting/maintaining appropriate boundaries.
- Ability to prioritize own and others' mental health needs both inside and outside of the work place.

CREDENTIALS

- A 4-year degree, B.A. or B.S. is required for this position due to billing requirements
- Valid driver's license.
- Must live within Mesa County or reasonable driving distance to our Loma facility. Some onsite work is required for client meetings, tours, and team meetings.
- Previous experience working with people in a human service field is valued but not required