**POSITION TITLE:** MHS Navigator-Case Manger

Program: Veteran’s and Families Outreach and Education Services – Courage to Call

FTE: 1.0 (2 positions)

Salary Range: $18.00 - $20.00 hourly and $37,400 - $40,000 annually with benefits

**POSITION PURPOSE:** Incumbent will serve as Navigator-Case Manager for Veteran’s and Families Outreach and Education Services to provide confidential peer-supported Outreach and Education/Training services countywide to Veterans, Active Duty Military, Reservists, National Guard and Their Families (VMRGF) community and to providers of services to the VMRGF community. The Veteran’s and Families Outreach and Education Services, Courage to Call program, provides Prevention and Early Intervention (PEI) services designed to address the mental health conditions that are impacting veterans and active duty personnel and their families. The bulk of Courage to Call services are provided in the community. The Navigator-Case Manager is a United States Veteran who serves VMRGF individuals and families and provides connections and linkages to the tools and resources necessary to help support a smooth transition from military to civilian life.

**REPORTING RELATIONSHIP:** This position reports to the Program Manager.

**ESSENTIAL DUTIES AND RESPONSIBLITIES:**

* Provides needed support to transitioning military members and families and assists with navigation through various systems, services, and benefits. Provides peer service coordination / case management for an assigned group of VMRGF clients including coordinating and monitoring activities with members of the outreach team.
* Develops, evaluates, and implements intervention goals and plans in conjunction with the team.
* Provides individual supportive coaching in all areas of client’s life, as well as education of symptom management.
* Provides ongoing support to military families as needed and proactively checks in at three (3), six (6), nine (9), and 12 months to ensure that families receive needed services and supports to successfully transition into civilian life. Performs psychosocial and risk assessments. Maintains a daily log of client contracts.
* Coordinates the full range of VMRGF client’s needs. Provides brokerage, linkage and advocacy to ensure resources and services are accessed in a timely manner, providing community based services in client’s residence as needed. Conducts and oversees psycho educations groups, education, and training activities as directed by the Program Manager. Complies with all charting and documentation requirements per contract, funding agency, and MHS policy; Prepares critical care issues for discussion during supervision and team meetings.
* Collects necessary client demographic date and enters it on the designated electronic reporting system.
* Provides information about the Courage to Call program to community agencie4s connected to the VMRGF
* Demonstrates commitment to professional growth by attending in-service trainings and staff development programs; Familiar with and understands Mental Health Systems, Inc. Personnel Policy; Attains a minimum degree of training and knowledge in cultural competency, co-occurring and gender responsiveness.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of community resources that will be utilized by VMRGF clients and their families. Cultural and socio-economic factors that inform service provision to veterans, active duty military, and families at-risk of psychiatric or co-occurring disorders. Procedure manuals and an ability to interpret these effectively to staff, family members and community providers. Skills necessary to provides effective counseling, clinical and case management services, and the ability to successfully work as a member of a team. Resourcefulness, initiative and the ability to work with minimal direction and supervision. Utilizes logical problem-solving techniques both independently and in collaboration with workers in dealing with client needs. Interacts positively with persons of diverse socio-economic backgrounds and education. Fosters excellent rapport with VMRGF clients and builds trusting and motivating relationships. Maintains the distinction between therapeutic and social relationships. Works cooperatively with intra-agency/interagency staff. Maintains positive morale and unit cohesion as evidenced by maintaining cooperative and flexible attitude toward coworkers, showing adaptability to change, exhibiting effective communication and flexible attitude toward coworkers, showing adaptability to change, exhibiting effective communication and interpersonal skills.

**EDUCATION AND WORK EXPERIENCE:**

* **Master’s degree in Social Work** with experience providing clinical services to individuals at-risk or experiencing mental illness. License eligible with Board registration preferred.
* **United States Veteran**
* Formal education and training in work with the military population or one years’ experience in programs serving veterans, active duty military, and their families. Experience working with Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) veterans preferred.