



Center for
Restorative
Programs

**Intensive Case Manager - III
Job Description**

JOB TITLE: Intensive Case Manager - III

REPORTS TO: Assigned Supervisor

PAY: \$50 - 57,000

STATUS: Non-Exempt

DATE: June 2023

JOB SUMMARY:

Intensive Case manager III (ICM III) will be responsible for providing specialized intensive case management, wraparound services and support to the case load assigned to them and also provide support to other CM around crisis plans, challenging engagements, CM implementation plans and transitions. This position will be available to provide regular staffing time for the case management team and partners working with our participants. ICM III's will be assigned the more complex and challenging cases. They will work closely with (and may be assigned as a primary liaison) community partners such as justice system, law enforcement, behavioral health, medical, housing, human services, schools and workforce development.

CRP is a restorative justice focused organization, and this philosophy will help guide services.

ESSENTIAL FUNCTIONS:

- Commitment and ability to provide services within the frameworks of CRP mission, vision and philosophy. This includes utilizing restorative principles, Hi-Fidelity Wraparound, LEAD and ICM Models with participants, interagency collaborative teams, agency partners, and families.
- The ICM III is responsible for both direct services and supporting the ICM team to provide intensive case management wraparound services with adults with behavioral health issues and/or substance use disorders in collaboration with community partners and families.
- Ability to assess participant needs, establish strong supportive wraparound service plans and help navigate systems to facilitate appropriate connections to resources.
- Ability to complete case management documentation efficiently. This includes assessments, participant interactions, resources utilized, ongoing case management and crisis plans, monitoring, tracking data, regular staffing and reporting.
- Ability and experience working effectively in an environment (in the office and in the community) that demands flexibility. Able to adapt and change work schedules to pressing needs, deal effectively with multiple tasks i.e, phone calls, switching meeting locations, drop in participants.
- Ability to provide support (staffing, mentoring, training) to ICM team and community wraparound partners (agencies, community supports or families) around assessing risk, navigating challenging situations, supportive interactions and identifying needs.
- Provide outreach that is engaging and works closely with peers and natural support systems when possible.
- Provide feedback and willingness to receive feedback from the Program Director and community partners about challenges and barriers to working with participants.



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- Effectively communicate with supervisor, immediate team, additional CRP staff/teams, community partners, and participants.
- Ability to effectively advocate for participants, program and harm reduction philosophies.
- Be self-driven and motivated, work independently, flexible, team player, travel and at times work nights and/or weekends. On-call schedule will also be expected when needed.

The ICM III is a problem solver, effectively listening to individual and community concerns or ideas and passing them along to the ICM team, CRP leadership and OWG team to resolve concerns before they become large problems. This role requires individuals to figure out what needs to be done in real time.

The ICM III does not provide treatment. This program and position provides support, encouragement, and the ability to provide a non judgemental collaborative support system that helps facilitate identification and movement towards individualized goals that will help reduce recidivism and improve stability and health. This position must have experience working with individuals who have multiple challenges around i.e., mental health problems, substance abuse issues and trauma using harm reduction principles.

Duties include leadership, organizational skills, and the ability to communicate effectively. ICM must have a strong connection and understanding of community resources and the ability to link and coordinate services.

The ICM III must be persistent, creative, compassionate, and flexible. Must have the ability to facilitate team development and cohesiveness. This position works with people who are in difficult life situations or who are going through transitions and need the ability to be sensitive to participants' needs in a positive way.

The ICM III is expected to maintain the highest level of confidentiality at all times. Due to the sensitive nature of this position and the access to client information, strong personal boundaries are necessary with other employees and families to avoid dual relationships or a relationship that may negatively affect the position.

The ICM must be committed to continued personal growth, development and maintaining resilience.

ORGANIZATIONAL RELATIONSHIPS:

Supervision Received: Receives supervision from assigned supervisor

Support Given: Mentoring, training and staffing to case management team

QUALIFICATIONS:

Experience: Minimum of 5 years' experience providing intensive case management, crisis services, high intensity support or related services with individuals/families with mental health/substance abuse issues, community agencies including DSS, law enforcement and judicial.

Degree/Licensure/Certificate/Registration: MA preferred or equivalent experience

Training: Must be willing to complete required training: LEAD and Specialized Case Management, Hi-Fidelity Wraparound, motivational interviewing, and relevant Restorative Justice training.



Other Skills, Knowledge and Abilities:

- Creative problem-solving.
- Ability to work with teams to facilitate team development and cohesiveness.
- Ability to express oneself clearly and concisely, both orally and in writing.
- Excellent public relations and networking skills.
- Ability to work independently and as a member of a team.
- Ability to work closely and cooperatively with external agency representatives.
- Ability to perform light physical work.
- Personal vehicle and willingness to travel.
- Basic Computer Skills.

Material and Equipment Directly Used: (including, but not limited to) Computer programs - Windows products, electronic data systems required by funder, computer equipment, voice mail, case management systems.

COMPENSATION AND BENEFITS:

Salary range: \$50,000-57,000

Benefits: Current benefit package includes: employer subsidized health insurance; SIMPLE IRA retirement plan with employer match up to 3% of salary; generous paid vacation, sick, holiday leave; ongoing professional development opportunities.

WORK ENVIRONMENT: General office environment and outreach activities may take place in other agencies, family homes and in the community. Travel and work throughout the San Luis Valley.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

Mission

Strengthen community in the San Luis Valley by building connection, transforming conflict, and healing relationships

Vision

Restorative Practices are the foundation of a healthy and just community throughout the San Luis Valley.

Print Employee Name

Employee Signature

Director/Supervisor Signature

Date