



Job Title	Case Manager
Department	All My Relations
Program Manager	Merle Botone
FLSA Status	Non-Exempt
Position Status	Full-Time Regular

Position Summary:

Under the general supervision of the All My Relations Project Manager, the Case Manager is responsible for conducting case coordination and management to Native American youth and families. The Case Manager is responsible for completing necessary documentation, attending meetings, writing up case management reports, provide translation services as requested, working with peacemakers and traditional healers, assisting in preparations for the Advisory Committee meetings, recruiting Advisory Committee members and program participants, conducting follow-up, assisting, and ensuring referrals for services to families are followed through in a timely manner. The Case Manager is also responsible for assisting in collecting data as assigned by the Project Manager. The Case Manager works collaboratively with all programs at FNCH, community members, and outside agencies.

Responsibilities and Duties:

1. Assist in the recruitment of youth and adults for the AMR Project
2. Conduct case management and case coordination services to families
3. Make referrals to appropriate programs and/or agencies as indicated
4. Ensure linkages have been followed through
5. Complete all necessary documentation (e.g., case management reports, intake/needs assessment, referral forms, evaluation surveys, etc.)
6. Conduct follow-up to ensure referrals have been followed through in a timely manner
7. Assist in activities as requested by the Project Manager and or Executive Director.
8. Attend meetings as requested by Project Manager and or Executive Director.
9. Assist in the preparation of reports and presentations
10. Co-facilitate group sessions and or presentations of curriculum.
11. Conduct home visits and follow-up for youth and families participating in the program.
12. Work closely with all FNCH staff in the identification and utilization of all alternate resources available to the community.
13. Maintain client records in accordance with established policies and procedures.
14. Work collaboratively with FNCH and outside programs.
15. Collaborate with other programs to establish patterns of cooperative effort in order to facilitate client care and follow-up.
16. Provide professional, ethical, and culturally competent direct client services.
17. Assist AMR team in preparation and provision of professional training for youth, families, staff and outside agencies as assigned
18. Participate in community planning and implementation of programming as assigned by the AMR Program Manager and/or Executive Director
19. Participate in staff development activities by attending workshops, seminars and conferences as approved by the AMR Program Manager and/or Executive Director
20. Adhere to patient confidentiality and HIPAA compliance at all times.

21. Ensure continual support of administrative initiatives and focus.
22. Participate in program and resource development planning sessions as requested by the AMR Program Manager and/or Executive Director.
23. Assist with quality improvement requirements and program evaluation activities as requested by the AMR Program Manager and/or Executive Director
24. Adhere to program funding requirements.
25. Serve as a member of the Safety and Activities Committee.
26. Complete licensure and/or certification of curriculum used by AMR program.
27. Perform other duties as assigned by Program Manager or Executive Director.

Minimum Requirements:

Education:

1. Non-degreed

Knowledge, Skills and Abilities

1. Knowledge of cultural, economic and social backgrounds of the populations served.
2. Works within ethical and confidential standards.
3. Works within the policies, procedures and mission of FNCH.
4. Knowledge of performance within own professional Code of Ethics to ensure ethical and confidentiality standards at all times.
5. Knowledgeable in using a computer and word processing programs.
6. Knowledge of clinical ethical standards and boundaries for working with families.
7. Ability to write and document methodology and protocols as required by the project.
8. Ability to provide written and oral reports concerning program activities
9. Knowledge and skills in the use of computer hardware and software, word processing programs, spreadsheet, Excel.
10. Knowledge of research practice and design.
11. Excellent interviewing and communication skills to elicit information and gain cooperation of participants.
12. Ability to work independently with minor supervision.
13. Energetic and versatile.
14. Flexible attitude
15. Strong listening, oral, and writing skills.
16. Access to transportation.
17. Possession of a NM valid driver's license.

Criminal Background Check:	Required
Bonding:	N/A
DMV Check:	Required

Organizational Relationship:

Reports To:	Program Manager - AMR
Supervises:	N/A

Native American Hiring Preference Disclaimer:

Native American hiring preference will be applied to this position as defined in Title 25, United States Code (U.S.C.) 472, 472a; Title 42 Code of Federal Regulations (CFR), Part 36, Subpart E.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by the employee(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this classification.

Performance Standards

Position:	Case Manager
Department:	All My Relations

The Performance Standard provides a benchmark against which to evaluate work performance. While the job description describes the essential functions and the tasks to be done, the performance standard defines how well each function or task must be performed in order to meet or exceed FNCH expectations. Performance standards provide clear expectations. Performance standards are used to determine merit increases for employees.

Performance Standards Description:

1. Successfully recruits 60% or more of the AMR program participants (youth and adults). This will be evidenced by the program records indicating the number of referrals by the Case Manager.
2. Successfully collects 100% of the required program evaluation information (e.g., all questions on intakes and pre- and post-test measures completed 100%). This will be evidenced by the program evaluation information.
3. Willing to remain flexible in work schedule to accommodate evening and weekend classes as needed. This will be evidenced by his/her work schedule.
4. Works as an integrated team member. This will be evidenced in the monthly reports, supervision sessions with the Program Manager, and training sessions.
5. Establishes MOAs with a minimum of 10 organizations/individuals to provide program referrals and supports services to AMR or to serve on the AMR Advisory Committee. This will be evidenced by the number of MOAs obtained.
6. Assists with agency-wide community events. This will be evidenced by his/her participation in the community events.
7. Effectively assists the AMR program with maintaining and upgrading its organization, filing systems, data entry, etc. This will be evidenced in the supervision session with the Program Manager.
8. Establishes a positive professional relationship with program participants and all FNCH staff. This will be evidenced by a lack of consumer/staff complaints.

I have received a copy of this job description and performance standards. On this date, my Program Manager and/or supervisor has reviewed this job description and performance standards with me and I fully understand what the position expectations are.

Employee Signature

Date

Program Manager/Supervisor Signature

Date

Received in Human Resources