



LGBTQ Center of Durham

Job Description

Job title:

Mental Health Case Manager
Health Case Manager
Survivor Services Specialist
Rapid Rehousing Case Manager
Mental Health Coordinator

Reports to: Mid-management director level staff in each program area and/or the director(s) of Project FAM

Type of position:

- Part-time
- Full-time
- Contractor
- Intern

Hours/week: 40

- Non-exempt
- Exempt

Description:

The Case Manager will provide assessment, resource navigation, limited crisis intervention and supportive counseling, and coordinate grant deliverables for clients in Project FAM.

Case management services are tailored individually and are trauma informed, goal oriented, and intentionally approached with each client's unique needs in mind. Core outcomes for all clients include strengthening independent living skills and increasing life satisfaction, joy, and holistic wellness.

Work experience requirements:

- At least 2 years experience working with individuals who are or have experienced:
 - Significant trauma histories and complex mental health needs
 - Homelessness and/or housing instability
 - Survivors of intimate partner and sexual violence
 - Sex workers
 - Substance use concerns
 - People with disabilities and varied abilities
 - Low socio-economic status
 - ...and more
- At least 2 years experience working with and/or personal lived experience as LGBTQ+ folks and BIPOC communities.
- At least 2 years experience working in a case management role.

Education Requirements:

- Undergraduate degree in social work, counseling or similar or 2 years of experience in applicable settings.
- Graduate degree in social work or a closely related field is strongly preferred.

Skills and Responsibilities

- Case management and mental health support and service provision.
- Independently managing a caseload of 5-15 full-service clients at any given time.
- Collaboratively managing a caseload of 125-200 clients receiving mental health services.
- Basic data collection and documentation knowledge and experience.
- Experience in and desire to cultivate workshops, activities, social gatherings, and other events and activities in order to promote community connectedness, self-growth, expression, and exploration among clients.
- Organized, self-starting, trauma-informed, and operates within an anti-oppression and antiracist lens.
- Demonstrated work and/or lived experience working with LGBTQ+ people and BIPOC communities.
- Programmatic efforts related to case management speciality.

Knowledge

- Knowledge of the causes and impacts of trauma in LGBTQ+ folks' lives.
- Knowledge of the unique social and structural challenges faced by Transgender individuals, especially Transgender Women and Femmes of Color, and the interventions needed to advance gender and economic justice for these folks.
- Understanding of issues affecting LGBTQ+ communities and in particular, Transgender Women and Femmes of Color.
- Commitment to/knowledge of the greater Durham and Triangle area communities.
- Knowledge of local, regional, and statewide social services programs and resources related to health care, financial planning, job counseling, housing navigation, mental health care systems and providers, disability services, and more.

Abilities

- Ability to provide daily and/or weekly support and resources for all assigned clients from intake through exit and in long term follow up.
- Ability to triage inquiries and requests independently.
- Able to complete multiple tasks simultaneously.
- Able to respond calmly, independently, and effectively in crisis situations.
- Working on a team in a collaborative work environment.
- Personable under pressure and able to work with diverse constituencies.
- Excellent communication electronically and in person.
- Personal qualities of integrity, credibility, creativity, and a commitment to and passion for the organization's mission and the mission of cultivating and uplifting life skills, independence, economic stability, and joy and healing among QTBIPOC individuals.

Other

- Valid North Carolina driver's license with access to a personal vehicle with current insurance that can be used for work-related duties if needed.
- Knowledge of Microsoft Office and Google Suite applications.
 - Additional expertise in graphic design, social media management, and marketing is a plus, but not required.
- Frequent evening and weekend availability.
- Bilingual (English/Spanish) preferred, but not required.
- Background check required.

Other Responsibilities

- Attend program and Center staff meetings
- Attend meetings, training, and individual supervision as required.
- Other duties as assigned by supervisor and ED.

Work Environment

The Case Manager is expected to work evenings, weekends, and weekdays as needed. Ability to prioritize multiple tasks and projects independently and manage frequent interruptions is essential to succeeding in this environment. Ability to lift 25 pounds on occasion is a plus but not required.

Salary and Benefits

Starting salary is \$52,000 per year.

Benefits include:

- employer paid health insurance
- generous paid personal time off
- paid holidays
- paid sick leave
- access to employer paid mental health care
- travel reimbursement
- generous professional development stipend annually
- wellness perks as determined by the ED and board of directors

Reviewed and received by employee:

Signature: _____ Date: _____