

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint Commission accredited organization, is seeking a Case Manager to join its LINK Homeless Program in the Jacksonville Area.

The LINK Case Manager works closely with homeless individuals in the field and office to provide competency-based supportive services. Intensive case management services are provided to homeless individuals who exhibit serious impairment due to mental illness or mental illness and substance abuse issues.

Some of the responsibilities of the position include but are not limited to:

- Conducts applicant screening at area facilities including but not limited to Crisis Stabilization Units, homeless shelters, social service agencies and jail. Makes LINK services known and offers case management services.
- Conducts intakes and assessments, makes referrals to community agencies, links clients with appropriate services, arranges emergency and long term placements, develops rehabilitation plans, provides transportation, and provides crisis interventions as needed.
- Assists Psychiatrist or APRN with medication management services.
- Facilitates case and family conferences as needed.
- Facilitates linkage with or transition to other mental health, substance abuse, homeless or residential programs or services.
- Evaluates effectiveness and satisfaction in following service recommendations.
- Assures the accuracy, completeness and confidentiality of clinical records.
- Acquires knowledge and develops expertise in the area of homelessness and the community resources to help this population. Participates in educating the community on the issue of homelessness, advocates for accessibility of community services and attends community meetings regarding housing and other homeless issues for homeless individuals and families.
- Serves as an advocate, assuring rights of individuals served as delineated in State and Federal Regulations and Department of Children and Families.
- Assesses and monitors for risk, symptoms of trauma, and indications of abuse, neglect and/or abandonment. Uses appropriate reporting mechanisms.

Position Requirements

In order to be considered candidates must have a Bachelor's degree in mental health or human services related field required **or** a High School diploma and one year experience working with the homeless population or individuals with chronic mental illness and/or substance abuse history required.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including individuals served, families, caregivers, community service providers, supervisory staff and other department professionals.

Must meet Frequent Drivers requirements, including a valid Florida driver's license, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

Proficiency in Microsoft Office, Outlook and use of the Internet are required.

Position Details:

This is a Full Time Days position: Monday through Friday, 7:30am to 4:00pm.

This position will provide occasional evening coverage. Rotating weekend coverage is also required from 9:00am-5:30pm.

This full time position offers a comprehensive benefits package.