JOB TITLE:  CLINICAL CASE MANAGER  
SALARY GRADE:  $45,000 - $55,000/YR (depending upon credentials & experience)  
APPOINTMENT:  FULL TIME (EXEMPT)  
SCHEDULE:  M-F 8:00 AM-5:00 PM (occasional weekend and evening)  
SUPERVISOR:  NO

The mission of the Urban Indian Center of Salt Lake is: “Serving The People by honoring Native cultures, strengthening health and wellness programs and cultivating community.”

SUMMARY OF WORK:
Under the direct supervision of the Urban Indian Center of Salt Lake’s (UICSL) Red Mesa Clinical Director, provide culturally appropriate clinical and case management services for crime victims.

DUTIES & RESPONSIBILITIES:
• Maintains a clinical caseload of 10 crime victims who are appropriate for outpatient psychotherapeutic services (or more, depending on time restraints or other duties).
• Practices within scope of licensure, Utah and profession-specific professional codes of conduct
• Provides trauma-informed care and assist participants in using 24-hour crisis services as needed
• Maintains Quality Assurance through timely clinical documentation and chart reviews
• Participates in all required staff meetings including clinical team staffing
• Establishes and maintains positive working relationships with referring/collaborating agency personnel including agents of the legal system
• Provides Red Mesa screening and referral services, including taking phone calls & meeting with walk-ins
• Provides bio-psycho-social-spiritual assessment services including utilization of specific screening and assessment instruments
• Presents assessment and treatment plan reviews during clinical team staffing
• Provides counseling services which may include traditional American Indian/Alaska Native (AI/AN) healing practices & concepts
• Provides counseling services within program, agency, and funding provider guidelines
• Assists participants with discharge planning services
• Establishes and maintain positive working relationships with referring/collaborating agencies
• Within reason, follows progress of discharged participants to help determine effectiveness of Red Mesa Counseling Program services
• Maintains confidentiality of clinical documents/records while complying with professional standards including program, accreditation, agency, state and federal funding requirements
• Maintains accurate and timely documentation of all services provided
• Maintains online list of program participants accurately and up to date
• Communicates with Red Mesa Program Director and/or Clinical Director when arriving & leaving UICSL offices
• Participates in all required staff meetings including clinical team staffing
• Proactively look for ways to improve services provided and demonstrate a sense of ownership of program/agency success.

Case Management duties include the following:
• Coordinates with Red Mesa Victim Advocate to locate emergency services and/or shelter for domestic/sexual assault (DV/SA) crime victims
• Assists survivors in navigating documentation requirements for these services
• Finds emergency shelter for pets as needed to assist community members with emergency housing
• Coordinates career-building services with community providers that addresses resume building, job search, and other employment assistance.
• Meets and coordinates with DCFS case workers as needed to assist clients
• Assists community members to obtain transportation (gas vouchers, bus tokens & passes), clothing vouchers, emergency food assistance, identification (DL, State-issued ID, SS Card, Birth Certificate, CIB, Tribal ID), and other needed assistance.
• Assists clients in obtaining services from Vocational Rehabilitation, the Indian Education & Training Center, and other job training programs. May lead to approval as in-house Vocational Rehab counselor.
• Coordinates with partner agencies to assist clients with school enrollment, scholarships, grants, and other funds to obtain any education needed to improve quality of life
• Provides safety planning
• Other services as needed as they become known/available

KNOWLEDGE, SKILLS & ABILITIES:
• Knowledge of and a demonstrated respect for AI/AN history, values, customs, and practices.
• Knowledge and experience with the cultural, social, and economic background of urban AI/AN community members is preferred.
• Strong skills in professional networking, creating and maintaining community partnerships.
• Extensive knowledge of Salt Lake area social service providers preferred.
• Excellent interpersonal skills with the demonstrated ability to interact in a professional manner with coworkers and clients.
• Organization skills are a must.
• Direct experience counseling chemically dependent individuals and their families.
• Direct experience counseling individuals and families struggling with mental health issues.
• Direct experience working with individuals who are victims of domestic/sexual violence.
• Experience working as a member of a multidisciplinary treatment team.
• Ability and willingness to follow established administrative policies and guidelines.
• Ability to problem-solve and effectively resolve any conflicts in the workplace.
• Ability to handle stressful situations and problematic situations.
• Demonstrated ability to handle the occasional stressful and problematic situation.
• Demonstrated ability to work as a member of an integrated multidisciplinary team.
• Proficiency with Microsoft software and knowledge of clinical practice management software.
• Proficiency with Microsoft software and knowledge of database software (RPMS).

REQUIRED QUALIFICATIONS:
• Unrestricted Licensure in the State of Utah, i.e., Psychologist, LCSW, LMFT, or CMHC with no unresolved citations or restrictions. A Certified/Associate license may qualify.
• Must complete 40-hour domestic violence certification training (or have completed within the last 2 years)
• Knowledge of and a genuine respect for American Indian/Alaska Native values, customs, and practices.
• Must have valid Utah driver’s license or ability to obtain upon hire.
• Must have a clean driving record and ability to be insured on UICSL auto policy.
• Must have a clean criminal background report.
• Must be current in and provide proof of immunizations.

All positions at the Urban Indian Center of Salt Lake have the responsibility to carry out functions to maintain inspection and survey readiness, participate in Quality Improvement initiatives, as well as assist in and/or provide education for health promotion and disease prevention. UICSL supports a safe, healthy and drug-free work environment through criminal and caregiver background checks, UICSL maintains a drug & smoke-free environment.

This is a general outline of the essential functions of this position and shall not be construed as an all-inclusive description of all work requirements and responsibilities. The employee may be required to perform other job-related duties as requested by the designated work leader(s). All requirements are subject to change over time.
We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, pregnancy or pregnancy-related related conditions, age (40 and over), or any other characteristic protected by applicable federal, state or local laws.

*Indian hiring preference may apply to some positions (as defined in Title XXV, US Code Sections 44-46, 42 U.S.C. (2000e-2 li) and 474.) For the purposes of the Urban Indian Center of Salt Lake, Indian Preference Policy, “Indian” shall mean “any member or descendant of a member of a federally-recognized tribe.” Applicants must meet the established minimum qualifications in order for Indian preference to apply. Candidates will be required to furnish documentary evidence of their qualifications for Indian preference.