



Urban Indian Center of Salt Lake

POSITION DESCRIPTION

JOB TITLE:	BEHAVIORAL HEALTH CASE MANAGER
SALARY GRADE:	\$16.00 - \$20.00/HR (depending upon credentials & experience)
APPOINTMENT:	FULL-TIME (NON-EXEMPT)
SCHEDULE:	M-F 8:30 AM-5:00 PM (occasional weekends and evenings)
SUPERVISORY:	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 (UICSL), Behavioral Health Program Director, the Case Manager will screen UICSL clients and community members by telephone or face to face to assess case management needs. The Case Manager will, by completing intake and follow up interviews, determine if clients’ needs can be supported or addressed in-house or if a community referral is necessary. Case manager will facilitate in-house provider or program consultation, community referral and/or contact with community resource. Assistance and case management plans will be documented in agency’s RPMS and electronic health record reporting systems.

DUTIES & RESPONSIBILITIES:

- Maintains and practices CONFIDENTIALITY due to the nature of the facility
- Provides excellent customer service to clients and community members, in person, by email or telephone
- Determines clients and community members’ needs through intake and follow up interviews
- Attends department meetings to facilitate consultation regarding clients’ cases, when necessary
- Initiates in house consultation and community referrals for needed services
- Follows up with clients and community members to ensure that the clients’ needs were addressed
- Oversees assistance programs provided by UICSL, i.e., transportation, clothing vouchers, etc.
- Creates and maintains an updated database of community resources for distribution to case management and agency clients
- Performs general administrative clerical support; prepares letters and documents as a needed
- Compiles and maintains records, statistical information, and monthly, quarterly and annual reports for UICSL and funding agencies
- Helps patients fill out necessary paperwork and documentation to be seen at Cedar Point Wellness Center, Red Mesa Behavioral Health, Sacred Paths Youth Services
- Attends and receives the necessary trainings for agencies data system (RPMS) Patient Registration and Scheduling system
- Provides back up for other administrative positions in the agency when necessary
- Provides basic health education, including health promotion and disease prevention (HP/DP) education
- Accepts new responsibilities and duties as assigned by the UICSL Behavioral Health Director

KNOWLEDGE/SKILLS & ABILITIES:

- Knowledge of and a demonstrated respect for AI/AN history, values, customs, and practices
- Knowledge of modern office procedures, business communications and methods including telephone, office system and record keeping concepts
- Ability to lift 20-60 pounds consistently
- Excellent interpersonal skills

- Ability to establish priorities, work independently, and meet objectives with minimal supervision while performing multiple activities with frequent interruptions
- Well organized, detailed oriented and flexible
- Ability to handle stressful situations.

REQUIRED QUALIFICATIONS:

- High school diploma with a minimum of 4 year’s relevant work experience with increased levels of responsibility,
OR Associate degree with 2 years’ relevant work experience,
OR Bachelor degree (preferred) in social service field
- Proficient in the English language
- Strong interpersonal skills and strong organizational skills
- Excellent verbal and written communication skills
- Working knowledge and proficiency in Word Processing and Data Systems management. Must possess a valid Utah Driver’s License
- CPR and First Aid Certification
- Must pass mandatory pre-employment drug and alcohol screening
- Must pass a mandatory criminal background test
- Must possess a current Utah driver medical card

OTHER SIGNIFICANT FACTORS:

- The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.
- While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear.
- The employee must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 60 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
- Noise level in the work environment is usually quiet.

Note: 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.

Employment at the Urban Indian Center of Salt Lake (UICSL) is on an at-will basis, which means that your employment may be terminated by you or UICSL at any time, for any reason or for no reason, with or without notice, and without any procedure or formality. The at-will nature of your employment is not affected by any of the guidelines of this Job Description and cannot be modified by any oral promise from any supervisor or by any other writing unless duly executed by the employee and the Chair of the Board of Directors. UICSL reserves the right to change, replace, withdraw or deviate from any of the guidelines contained in this Job Description without prior notice.

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.*