

Western Montana Mental Health Center
1315 Wyoming St.
Missoula, MT 59801
Phone: (406) 532-9700

Position: PATH Care Coordinator

Hours: Monday - Friday 8am - 5pm

Close date: 1/19/2018

Job Objective: To locate and identify individuals in Missoula County over the age of 18 years old who fit the Federal definition of being chronically homeless with a SDMI (severe and disabling mental illness), link them to local, state and federal services to assist in transitioning from homelessness into permanent housing, mental health and supportive services. To provide outreach, advocacy, assistance, linkage, referrals, crisis support, document replacement assistance, housing deposits, application fee assistance and criminal/legal system advocacy that encourages, empowers and sets up successful re-entry into safe, affordable housing and positive reintegration into the community.

Duties and Responsibilities:

1. Outreach

- a. Performs “walkabouts” to areas and sites where the population that would meet grant standards for enrollment live, sleep, congregate or use as a service provider.
- b. Assesses consumer needs and refer to appropriate resources.
- c. Works with consumers to develop appropriate care coordinator goals and referrals.
- d. Provides support to consumers in crisis as needed.

2. Referral

- a. Informs consumers of available mental health services and assists with providing access to the appropriate services/programs (day treatment, group and individual therapy programs, psychiatric services, medication providers, addiction services, etc.)
- b. Informs consumer of available community resources and assists with providing information and/or access to them (YMCA, Salvation Army, Vocational Rehabilitation, Social Security, Human Resource Development Council, medical/dental services, food banks, mental health, addiction services, etc.)
- c. Assists consumers with temporary shelter and meeting daily needs while searching for permanent housing by working with agencies such as the Poverello Center, Union Gospel Mission (3:16), Salvation Army, food banks, WMMHC, Missoula Housing Authority, Property Management agencies and any other community resources involved in outreach and housing.
- d. Assists consumers with the completion of required paperwork for appropriate referrals to community services.

3. Advocacy

- a. Works closely with a variety of personnel at a mental health center and in community agencies to promote and recommend services for consumers.
- b. Participates in trainings, meetings and events in the community and along with other agencies to promote program relationships and support for consumers.
- c. Strives to maintain positive, effective working relationships with other agencies.

- d. Provides and/or assists with procuring transportation for consumers to and from appointments as needed and as reasonable safety practices allow.

4. General Care Coordinator Duties

- a. Maintains accurate, measurable, results-based progress notes and Care Coordinator documentation.
- b. Completes and turns in the required documentation in a timely manner.
- c. Attends staff, treatment team, service provider and other agency meetings as required.
- d. Attends training sessions and keeps abreast of developments in field.
- e. Attends First Aid, CPR, CPI, SOAR and Motivational Interviewing training sessions and maintains current certifications. Also attends any other training required by WMMHC or PATH grant requirements.
- f. Adheres to workplace attendance policies, including being prepared to commence work activities at designated work locations on designated days as assigned or scheduled.
- g. Maintains awareness of work environment and performs duties in a safe and responsible manner.

5. Public Relations

- a. Answers questions and provides information pertaining to the PATH program.
- b. Maintains tact, diplomacy and professionalism at all times.
- c. Maintains HIPAA confidentiality and abides by workplace ethical guidelines.

Qualifications:

Education and Experience:

1. Bachelor's degree in Human Services or related field.
2. One year of Care Coordinator experience working with adults with mental disabilities.
3. A valid Montana State driver's license or the ability to attain one by hire date.

Knowledge, Skills, and Abilities:

1. Working knowledge of community agencies and the services which they provide.
2. Ability to communicate effectively verbally and in writing.
3. Ability to work independently as well as with others.
4. Excellent organizational skills and ability to prioritize workload.
5. Ability to maintain confidentiality and to work within legal and ethical guidelines.
6. Ability to complete paperwork accurately and in a timely manner.
7. Ability to adhere to WMMHC and PATH policies and procedures.
8. Ability to maintain insurance under WMMHC auto insurance policy requirements.
9. Ability to maintain awareness of safety issues in the workplace and to perform work in a safe and responsible manner.
10. Ability to be flexible and creative in job duties to accomplish work related goals/tasks.

Physical Demands: While performing the duties of this job, the employee is frequently required to talk, hear, write and read the English language. Frequently the employee is required to be ambulatory with the capability of walking up and down stairs, uneven ground, river banks, slopes, trails, sandy, muddy, snowy, icy and wet terrains in both hot and cold weather while doing outreach and meeting clients at encampment sites and provider locations. The employee is also frequently required to reach with hands and arms, use hands, fingers, handle or feel, type on a keyboard, dial phones, be able to sit and drive a motor vehicle. The employee will occasionally carry up to 25 lbs. The employee may

infrequently be required to taste, smell, stoop, kneel, crouch, crawl, climb or balance. The employee must have close, distance, color and peripheral vision as well as the ability to judge depth perception and to adjust focus.

Work Environment: While performing the duties of this position, the employee is frequently required to work indoors and outdoors, alone, with others and around others. The employee is occasionally required to work extended days or hours. The employee is required to drive a vehicle in winter weather and summer heat conditions.

Employee must be capable of making safe and professional decisions when performing job related duties with individuals who may be in a mental health crisis, emotionally unstable, aggressive, verbally escalated and potentially a safety risk to themselves and others.

Mental Motor Demands: The employee frequently works within deadlines and time constraints, must be able to shift from one task to another with flexibility and competence, follow routines in work flow, be able to prioritize events and tasks, ability to do mathematics and problem solve and seek guidance when needed. Employee will have the capability to receive constructive feedback, supervisory reviews, learn new tasks and be open to job related training lessons. The employee must demonstrate the ability to maintain attentiveness and focus. The employee frequently has cohort and supervisory support and is involved in social interactions.