



**Family Support and Counseling Services**  
**Family Support Case Manager/Qualified Mental Health Associate (QMHA)**

Full-Time (32 hours/week)

Reports to: Director, Family Support and Counseling Services

**POSITION SUMMARY:**

The Family Support Case Manager will provide a variety of case management services to an identified caseload of clients receiving services in Family Support and Counseling Services at Catholic Charities. The Family Support Case Manager will assist in gathering information to include in the assessment to determine the need, support for program eligibility, assist with navigating resources and connect with referrals. The goal of these services is to promote hope, healing, and wellness of the client and the family.

**PRINCIPLE DUTIES AND RESPONSIBILITIES:**

- Works within a strengths-based, trauma-informed approach.
- Assists in gathering information used in the formulation of the assessment and service plan.
- Works directly with the client to provide community based services as identified on the client's service plan.
- Provides support to pregnant clients, parenting clients, and clients receiving counseling services.
- Provides services related to case management, accessing and applying for benefits and services, skill building and psycho-education.
- Serves as the liaison between the clinician and the client. Communicates needs for education, referrals and resources to appropriate direct care providers. Generates new resources and referral options for clients and families.
- Will serve as a primary liaison between agency and community resource agencies that provide assistance to clients.
- Participates in the development and implementation of new programs, operating protocols and communication initiatives related to service provision.
- Contributes to goal setting, process improvement and achievement of desired care team outcomes.
- Meets standards for documentation and performs data entry related to client care, client assistance, community referrals and quality indicators in the electronic record according to established guidelines.
- Will provide supervision of volunteers and interns.
- Serves in the on call rotation for after hours and weekend coverage as well as backup daily coverage as needed.
- Perform other duties and responsibilities as assigned.

**QUALIFICATIONS:**

- Bachelor's degree in Social Work, Psychology, Counseling or related behavioral science field required. In addition, two or more years relevant work experience strongly preferred.
- Have an understanding of mental health assessment, treatment and service terminology.
- Ability to identify, implement and coordinate the services and supports identified in a client's service plan.
- Ability to implement skills development strategies.
- Ability to communicate with direct care providers and community agencies appropriate for follow up.
- Respect for cultural diversity, religion and experience and an understanding of human developmental needs.
- Excellent written and oral communication skills. Bilingual (Spanish/English) preferred.

- Ability to interact in a respectful, professional manner in accordance with agency's policies and procedures.
- Knowledge of basic ethics and privacy rights.
- Ability to maintain professional boundaries with clients, the community, and other staff members.
- Demonstrate judgment and discretion in dealing with confidential matters.
- Commitment to the Social Justice teachings of the Catholic Church.
- Advanced skills in Microsoft Office programs (including Word, Excel, Outlook and PowerPoint).
- Must be able to organize and prioritize work, be proactive, take initiative, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner. High attention to detail required.
- Strong analytical and strategic problem solving skills.
- Willingness to learn new skills and take on new responsibilities.
- Ability to work well in team setting, as well as independently; be flexible and adapt well to different dynamics.
- Must have driver's license, access to vehicle, and ability to obtain automobile insurance at levels required by agency (100/300/100).
- Satisfactory results from civil, criminal, and motor vehicle background check required

**EQUAL OPPORTUNITY EMPLOYER**