

BronxWorks helps individuals and families improve their economic and social well-being. From toddlers to seniors, we feed, shelter, teach, and support our neighbors to build a stronger community. In all aspects of our work, we strive for the highest ethical and performance standards and is guided by the belief that people are to be treated with dignity and respect regardless of their present situation or past experiences. We have 37 locations throughout the borough providing a variety of programs that offer assistance in the areas of family, children and youth support, educational services, elder care, homelessness, mental health and workforce development. We are an employer of choice for anyone interested in a meaningful career in the social services field.

Health Home Plus (HH+) is an intensive Health Home Care Management (HHCM) service established for defined populations with Serious Mental Illness (SMI) who are enrolled in a Health Home (HH) serving adults. The HH+ population requires providers with experience and clinical infrastructure for serving high-need SMI individuals.

BronxWorks is hiring (3) HH+Care Managers for the Supportive Housing and Health Policy Department.

RESPONSIBILITIES:

- Manage a case load of 12-15 active clients, mixed caseload of HH+ and non-HH+ individuals when there are less than 12 HH+ individuals on a caseload.
- A minimum of four (4) Health Home core services must be provided per month, two (2) of which must be face-to-face contacts, or more when the individual's immediate needs require additional contacts.
- Conduct appropriate screening and either performing or arranging for more detailed assessments when needed (e.g., high-risk substance use or mental health related indicators, harm to self/others, abuse/neglect and domestic violence).
- Complete required New York State Eligibility Assessment for Health and Recovery Plan (HARP) enrolled members.
- Plan and coordinate care management needs for high-need SMI individuals including:
 - Navigating the mental health service system-including ability to make referrals to mental health housing services, crisis intervention/ diversion, peer support services.
 - Knowledge of the behavioral health managed care benefit package.
 - Collaborate with inpatient staff and MCO (as applicable) to affect successful transitions out of inpatient or institutional settings.
 - Addressing the quality, adequacy and continuity of services to ensure appropriate support for individuals' mental health and psychosocial needs.
 - Completing plans of care and coordinating with MCOs for HARP members utilizing the Home and Community Based Services (HCBS) benefit package.

- Maintain engagement with individuals who are often disengaged from care, have difficulty adhering to treatment recommendations, or have a history of homelessness, criminal justice involvement first-episode psychosis and transition-age youth.
- Key skills and practices to engage high-need SMI individuals include:
 - Motivational Interviewing
 - Suicide Prevention
 - Risk Screening
 - Trauma Informed Care
 - Person-centered care planning and interventions
 - Recovery-Oriented Approaches (e.g., WRAP)
- Use engagement, organizational skills, time management, and writing skills to complete tasks in a timely manner.
- Complete progress notes in less than 48 hours for billing purposes.
- All other duties as assigned

QUALIFICATIONS:

Education

1. A bachelor's degree in one of the fields listed below⁵; or
2. A NYS teacher's certificate for which a bachelor's degree is required; or
3. NYS licensure and registration as a Registered Nurse and a bachelor's degree; or
4. A Bachelor's level education or higher in any field with five years of experience working directly with persons with behavioral health diagnoses; or
5. A Credentialed Alcoholism and Substance Abuse Counselor (CASAC).

and

Experience

Two years of experience:

1. In providing direct services to people with Serious Mental Illness, developmental disabilities, or alcoholism or substance abuse; or
2. In linking individuals with Serious Mental Illness, developmental disabilities, or alcoholism or substance abuse to a broad range of services essential to successful living in a community setting (e.g. medical, psychiatric, social, educational, legal, housing and financial services).
3. A master's degree in one of the listed education fields may be substituted for one year of Experience.

Advanced-level professional competency in written and spoken English language is required. Authorization to work in the United States for any employer is mandatory.

ADDITIONAL DETAILS:

- BronxWorks offers a variety of benefits to full-time salaried employees as well as part-time salaried employees who work at least 20 hours per week year-round.
- Generous paid time off for personal, vacation, parental, and medical leave
- 12 paid holidays.
- Comprehensive medical, and life insurance coverage care for employees and their families, at little or no cost to employees.
- A pension plan that is 100% employer paid
- Two tax deferred annuity plans and employee assistance in maximizing the pension plan and tax deferred annuity plans to prepare for retirement.
- TransitChek – Employees may use TransitChek to have money taken out of their pretax salaries to pay for their public transportation commute.
- Free and confidential assessment, counseling, and referral service, to assist employees and their families with a wide range of personal problems.

ADDITIONALLY, BronxWorks Offers:

- A comprehensive monthly training calendar
- Access to some scholarship opportunities
- Non-financial support and internship opportunities for employees who return to school, particularly for their Master of Social Work degrees

BronxWorks seeks to build an inclusive organization grounded in respect for differences. We support all aspects of diversity, and in accordance with federal, state and local laws, does not discriminate unlawfully against employees and applicants for employment on the basis of age, color, creed, disability, marital status, military status, national origin (including ancestry), predisposing genetic characteristic, race, sex, gender, actual or perceived sexual orientation (including actual or perceived heterosexuality, homosexuality, bisexuality and asexuality), status as a victim of domestic violence, or any other characteristic protected by law. This commitment applies to all terms, conditions and privileges of employment, including but not limited to recruitment, hiring, compensation, training and employee development, placement, promotion, demotion, upgrading, downgrading, transfer, layoff and termination.