



Klamath Tribal Health & Family Services

3949 South 6th Street

Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290

HR Fax: (541) 273-4564

OPEN: 02/23/24
UNTIL FILLED

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: RE-ENTRY INTENSIVE CASE MANAGER (R-ICM)

RESPONSIBLE TO: Recovery Support Supervisor

SALARY: Step Range: 15 (\$43,103) – 34 (\$75,581); Full Benefits

CLASSIFICATION: Non-management, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services
635 Main Street
Klamath Falls, Oregon

BACKGROUND: Comprehensive

POSITION OBJECTIVES

The primary objective is to identify available support services in Klamath County and/or through The Klamath Tribes and provide information on utilization requirements for receiving identified services. The Re-Entry Intensive Case Manager (R-ICM) will work with individuals re-entering the community from incarceration, providing intensive case management services and transitional housing guidance. The R-ICM will also assist in the development and implementation of KTHFS Recovery Support Services.

The R-ICM will identify the potential need for additional services for re-entry participants on a case by case basis and will provide assistance, to those identified, with access and coordination of appropriate services.

The R-ICM must have the ability to work with individuals in distress and/or crisis. This position will travel between Klamath Falls, Chiloquin and other rural communities in Klamath County to serve KTHFS eligible participants.

MAJOR DUTIES AND RESPONSIBILITIES

1. Work closely with Recovery Support Supervisor to identify incarcerated individuals eligible for KTHFS services. Assist in building rapport through consistent contact with designated corrections agency staff for the purpose of pre-release reach-ins, release planning, and distribution of Damni Wac material, newsletter publications, and informational letters.
2. Serve as a liaison and advocate for the re-entry participant. Including integration and or coordination of services with medical, dental, social services, education, housing, enrollment and/or other resources on behalf of the client's needs. Provide explanation and guidance to patients of how to access and utilize identified services, and guidelines of program policies or procedures.
3. Work closely with Recovery Support Supervisor in the development of treatment plan goals and identification of case management needs and periodic review of treatment goals. Also, be a pro-active member of the Clinical Team providing updates on re-entry caseload when necessary.
4. Work closely with Klamath Tribes Housing Department to identify eligibility of re-entry clients for the Transitional Housing Voucher, including activation and utilization of voucher.
5. Attend Integrated Team meetings at designated intervals of treatment, including initial approval of voucher, treatment completion review and/or infraction reviews as necessary.
6. Continually assess re-entry participant's motivation and identify resources to maintain progress on re-entry Integrated Service Plan.
7. Complete documentation and data requirements in a timely manner in the agency's electronic health record.
8. Provide transportation as needed when no other transportation is available, including prison release transports when appropriate.
9. Encourage participants and families to participate in Recovery Support activities including Tribal Best Practices, sobriety supports, quarterly Damni Wac meetings, and others as identified.
10. Represent the Behavior Health program at meetings and on various committees, which address the behavioral health needs of re-entry participants.
11. Act as a resource person for other members of the behavioral health care team by providing consultation in understanding the re-entry participant's religious, cultural, social and emotional factors related to their behavioral health concerns.

12. Work within a flexible schedule to provide re-entry case management needs, this could include working evenings and/or some weekends.
13. Meet with the Recovery Support Supervisor on a regularly scheduled basis and attend all mandatory department meetings and trainings.
14. This position is limited to adult interaction only.
15. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

SUPERVISORY CONTROLS

The Re-Entry Intensive Case Manager's (**R-ICM**) work is performed under the general direction of the Recovery Support Supervisor. This position requires consistent, sound judgment and the ability to work independently with minimum direct supervision. The R-ICM will work within the context of position description and program policies and procedures.

The supervisor outlines the overall program objectives and priorities, time limit, and financial resources available. The employee plans and schedules recurring work, handles routine problems, and completes work using own initiative. Exercise professional knowledge and judgment in interpreting guidelines and applicability. Work is reviewed from an overall standpoint in terms of meeting objectives, effectiveness, and compliance with laws, regulations, policies and procedures.

KNOWLEDGE, SKILLS, ABILITIES

The ability to maintain strict confidentiality of all records and adhere to the standards for all health record-keeping, HIPAA and Privacy Act requirements.

Must have knowledge of and ability to work cooperatively with persons living in culturally, socially and economically disadvantaged communities. Emphasis will be given for positive experience in working with the cultural, economic and social aspects of Native American service populations.

Must have a general knowledge of community service/social services, child agencies and their respective roles.

Must have the ability to learn the standards for behavioral health recordkeeping and HIPAA requirements and able to complete required documentation and required written follow-up.

General knowledge and understanding of health assessments, treatment and service terminology and ability to apply the concept.

The knowledge of or ability to learn procedures, techniques and tools for conducting case management needs assessment.

The knowledge of or ability to learn substance abuse symptoms, mental and emotional illness symptoms, and interventions.

The knowledge of symptoms, prevention, treatment and mandatory reporting requirements of child abuse and neglect.

Knowledge of Klamath Tribes history, its impact on behavioral health and an ability to deliver a trauma informed approach including a deep respect for differing cultural, religious and/or spiritual views.

The ability to work cooperatively with dynamic Clinical Team, including adhering to clinical team decisions.

The ability to communicate clearly and concisely orally and in writing, including the ability to meet with the public and staff in a courteous, professional manner using tact, diplomacy and mature judgment.

The ability and willingness to drive in adverse weather conditions.

The ability to meet with the public and staff in a courteous, professional manner using tact, diplomacy and mature judgment.

The ability to work with Native American families of varying social, educational and economic backgrounds.

The ability to perform work and accomplish tasks in a timely manner and in accordance with established policies, procedures, practices and priorities of the department.

The ability to organize and analyze information about individuals through records, interviews and professional sources for treatment planning.

The knowledge and skill in behavioral health case management.

The ability to communicate orally and in writing for the purpose of providing instructions, completing forms/applications, obtaining information and conveying messages in a language that client is able to understand.

Ability to identify participants with suicidal ideation and complete appropriate safety plans when needed.

General knowledge of substance use and mental illnesses and drug/alcohol dependency as applied to clients.

General knowledge of Federal and State Regulations and Privacy Act.

The ability to operate a computer with knowledge of various software programs.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. ***(Must submit copy of diploma or transcripts with application.)***
- **REQUIRED** to have two year's work experience combination of education, training or related experience in the human service field.
- **REQUIRED**, to have at least one year of experience working with service populations providing direct adult case management, including conducting in-depth interviews with adults, formulating social service treatment plans, providing ongoing social work support and counseling, and coordinating service delivery with other agencies.
- **REQUIRED** to model a clean and sober lifestyle both on and off the job.
- **REQUIRED** to understand, communicate and comply with the expectations and requirements of a variety of agencies.
- **REQUIRED**, Computer experience. Emphasis will be in the use of Microsoft Word, Excel, and work in a networked environment.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, ***(out of state applicants must receive ODL within 90 days of hire)***, have good driving record and be insurable by the Klamath Tribal Health & Family Services' vehicle insurance policy. Must be able to drive in adverse weather conditions. ***(Must submit copy of driver license with application.)***
- **REQUIRED** to maintain strict confidentiality of protected health information in accordance with regulations.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.

- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to acquire and maintain BLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to accept the responsibility of a **Mandatory Reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.
- **REQUIRED** to be free from exclusion from providing Federal health care benefits including Medicare and Medicaid as per the Federal OIG and GSA exclusion lists.

Preferred Qualifications:

- Qualified Mental Health Associate (**QMHA**).
- Certified Alcohol and Drug Counselor (**CADC**) or Peer Support Specialist Certification and/or Recover Mentor Certification.
- Previous experience working with Native Americans in a related field will be given preference.
- Computer experience, specifically with Electronic Health Record systems is preferred.
- Prior training in ethics, motivational interviewing and mental health first aid.

Indian Preference:

Indian and Tribal Preference will apply, as per policy. ***(Must submit tribal documentation with application to qualify for Indian Preference).***

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603
Jobs@klamathtribalhealth.org

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application **will not** be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified **applicants who present proof of eligibility for “Indian Preference”**.

Applications will not be returned.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____