



## **Open Aid Alliance Care Coordination and Case Manager Job Description**

### **Vision and Goals of position:**

The Care Coordination and Case Management program supports new and existing OAA participants as they seek greater health. This dynamic position interacts with multiple programs, staff and partners and serves a wide variety of clientele.

Case management is a vital component of wraparound care for clients with complex needs including substance use disorders and housing instability. Case Managers work as an essential part of our integrated care team. This position will work closely with Uncovery Clinicians to meet client needs. Uncovery is OAA's harm reduction-based treatment center that offers Chemical Dependency Evaluations along with other low-barrier therapeutic services. Client needs are determined by clinical assessments, case management assessments and most importantly, by the client's self-identification. This position emphasizes direct client services *and* also consists of a variety of behind-the-scenes responsibilities.

This position is **20 hours per week at \$18/hour** and includes the following benefits: paid vacation, Simple IRA w/employer match after 1-year, paid lunch, hybrid work environment, and a 4-day work week.

Open Aid Alliance is radically committed to hope and healing for participants and staff alike. OAA acknowledges that we occupy stolen land that is aboriginal territories of the Salish, Kootenai, and Kalispel people. Diversity is a core value at OAA, and we aspire to continually evaluate how we are creating intentional and inclusive spaces for BIPOC, people with lived experience of substance use and HIV, and all marginalized communities.

### **Minimum Qualifications:**

- **Relevant education and/or professional experience**

Education related to human services will be considered. Some direct professional experience working with vulnerable populations is preferred.

- **Adaptability**

Capacity to work both independently and work in a cooperative model to achieve the common goals of the agency and the participants.

- **Boundaries**

Willingness and ability to be aware of personal and professional boundaries at all times.

- **Lived experience is valued at Open Aid Alliance**

As a Harm Reduction agency, we honor and acknowledge the value of lived experience in this field of work. Those with professional and lived experience are encouraged to apply.

- **Basic Technology Proficiency**

Ability to use computers and technology to communicate, enter data, maintain schedules, and navigate internet research.

- **Harm Reduction Commitment**

A commitment to the principle and practice of harm reduction is essential to this position. Must be willing to incorporate harm reduction and prevention into direct service. Willingness to work with individuals who may be actively using substances.

- **Provide Client Transportation**

This position may require assisting participants with varying modes of transportation as applicable.

**Overall Goal:**

**Improve health outcomes through integrated care with housing, behavioral health and healthcare providers.**

**Direct Service Goals:**

- Build trust and establish boundaries to facilitate a positive and productive relationship with clients.
- Advocate for, facilitate and support client engagement in housing, mental health services, physical healthcare, and applicable community resources.
- Develop an initial care plan with clients and participate in ongoing assessment of overall wellness, needs, and abilities to make modifications when needed.

**Core Activities:**

- Attend required meetings such as weekly OAA Staff and care coordination team meetings.
- Participate in clinical supervision to support work, create time for reflection and to learn new skills.
- Meet with participants virtually, in-office and out in the community.
- Develop client-led care plans that take into consideration family and friend support networks, and health care professionals.
- Hold space for client concerns and provide support and intervention as required.

- Follow state, HIPAA and agency guidelines for practicing case management and documenting client progress, tasks, and billable hours in the electronic health records.
- Complete critical tasks to coordinate care and support wrap around care e.g. faxing, phone calls, emails etc.
- Administer satisfaction surveys periodically.

### **General Responsibilities of all OAA staff**

- Be an advocate for all participants, treat all teammates and participants with dignity, respect.
- Commit to ongoing self-reflection in order to better understand individual positionality to help foster a workplace free of judgment.
- Maintain high levels of confidentiality and improve confidentiality systems whenever possible.
- Complete all relevant training and certifications.
- View each day as a learning opportunity. We emphasize progress, not perfection, and many aspects of the agency remain fluid to accommodate innovation and change.
- Respond to requests for data collection and annual reports.
- Answer phones, attend to immediate client needs and occasionally work nights or weekends as special events require.
- Work with the team to continuously improve and reimagine how to make OAA more efficient, effective, and impactful. Creativity is encouraged!

### **Application Materials Required:**

- Resume
- Three professional or educational references with name and contact information.
- Cover letter describing the following:
  1. What does harm reduction mean to you?
  2. Describe any challenges you anticipate working in this environment.

**Please email application materials to Amanda ([work@openaidalliance.org](mailto:work@openaidalliance.org)) and include the job title in the email subject. Please no hand delivered applications. Open until filled. Priority given to applications received by 11:59pm Tuesday May 30th, 2023.**

### **Note to potential applicants:**

Studies have shown that women, trans, non-binary folks, and Black, Indigenous, and people of color are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. We are committed to building a diverse and

inclusive organization and are most interested in finding the best candidate for the position. That candidate may be one who comes from a background less traditional to our field of work, and that's okay. We would strongly encourage you to apply, even if you don't believe you meet every one of the qualifications described. We are committed to fostering the leadership and elevating the voices of women, young people, Black folks, people of color, Native people, immigrant and refugees, low-income people, LGBTQ+, and transgender, gender non-conforming, and non-binary people, HIV+ people, people who use/have used drugs, people with disabilities, people who were formerly imprisoned, and people living in the many intersections of these experiences. We encourage people from these communities to apply.

Open Aid Alliance does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin, disability, marital status, sexual orientation or military status in any of its operations or activities. We are committed to providing an inclusive, healthy, and welcoming environment for all members of our community.