

JOB DESCRIPTION

Position: Mental Health Linkage to Care and Retention Specialist

Employer: The Puerto Rican Cultural Center (PRCC) is a non-profit organization founded in 1973 to serve the social and cultural needs of Chicago's underserved communities.

Program: Mental Health Community Services Program: Retention and Engagement Services for Vulnerable Populations

Job Description: As part of the Mental Health Community Services team, the Linkage to Care and Retention Specialist conducts outreach to identify chronic mentally ill persons, particularly Latin@s and African Americans, who are not actively engaged in mental health treatment, engages them for the purpose of determining program eligibility, and if eligible enrolls them in the program and facilitates linkage to mental health care and provide support to ensure retention in care. Will provide individualized client support by helping each client develop a plan to address individual and environmental barriers to reengagement, linkage, and retention in mental health care. Utilizes the case management model ARTAS (Anti-Retroviral Treatment And Access To Services), which has been adapted for use with the target population, to engage in, link to, and retain clients in mental health care.

Responsibilities: The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time.

Supportive Services

- Conduct active and fixed-site outreach to locate persons with serious mental health issues who are eligible for the program
- Provide linkage to care services designed to assist persons with serious mental health issues who have fallen out of care to re-engage, link, and be retained in care.
- Provide linkage to community providers for mental health care, and other services needed to assist clients in reaching their treatment plan goals.
- Encourage and promote a strength-based environment to assist clients in meeting their individual goals
- Provide stabilizing supports to client to remain in care for serious mental health issues

Data Management

- Maintain client-related data tracking systems, including case notes
- Prepare case-related reports including but not limited to: outcomes, successes and challenges

- Generate client data for monthly reporting
 - Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with funding source and organization requirements.
 - Complete follow-up and retention services as necessary and provide documentation in client file

Outreach and Relationship Management

- Outreach to community service providers to identify new and existing opportunities and build strong relationships to better assist clients in accessing resources and supportive services
- Respond to community requests for street outreach intervention
- Attend collaborative meetings as assigned by supervisor
- Network with other agencies, coalitions, and local community meetings
- Actively participate in staff meetings and trainings

Qualifications:

- Bachelor's Degree in social work, psychology, or related field. LSW preferred.
- Experience in community mental health services or certification in substance abuse treatment preferred
- Experience in providing street outreach, case management, and mental health services.
- Must maintain highest level of client confidentiality.
- Project a professional demeanor and interpersonal skills.
- Able to work independently and as part the team and exercises mature judgment.
- Strong written and oral communication skills.
- Computers skills and proficiency in Microsoft Office.
- Bilingual: English-Spanish
- A highly motivated self-starter and ability to coordinate multiple tasks simultaneously.
- Demonstrate knowledge of community resources.
- Requires the ability to be flexible and adapt to programmatic changes as they occur and the project evolves over the contract period.
- Flexible work schedule to include some evenings or weekends.

Application Instructions: Interested candidates should submit their cover letter and resume to Dr. Carmen G. Pérez via email at carmenp@prcc-chgo.org.