



OPEN ARMS HEALTHCARE CENTER JOB DESCRIPTION

Position: Clinical Case Manager
Center: Open Arms Healthcare Center
Location: Jackson, Mississippi
Salary Range: \$42,000 - \$60,000
FLSA: Full-time, salaried, exempt with benefits
Grant funded: Yes
Reports To: Director of Social Services

Job Summary: This position of *Clinical Case Manager* will be responsible for providing a broad range of specialized clinical case management services within guidelines established by the clinic and specific programs. Populations served will vary by program but may include: children; adults; families; immigrants; refugees; and individuals with mental illness, HIV, STD, substance abuse, and/or other chronic issues. The **Clinical Case Manager** will report to the Director of Social Services.

Responsibilities: The **Clinical Case Manager** will be responsible for, but are not limited to:

- Providing clinical case management services to program participants through a short-term case management model.
- Receiving case assignments, establishes service plans, reviews case progress and determines case closure through the supervisor of the assigned program and in accord with funder requirements.
- Meeting regularly with assigned cases and representatives from the community as needed. Providing individual counseling to address motivational and psychosocial issues of program participants.
- Providing intense advocacy, crisis intervention, counseling and problem solving in a variety of areas for all program participants.
- Conducting outreach and intake as requested.
- Providing program participants with counseling and assistance to support, increase, or restore program participant's capacity for self-sufficiency.
- Developing service plans, which outline a specific plan of action with each program participant under the supervision of the supervisor of the assigned program.
- Making referrals in accordance with service plans to other Organization units and external providers.
- Screening for income supports for benefits and entitlements to advocate on the behalf of program participants.
- Developing, implementing, overseeing and following up with program participant treatment plans to ensure that realistic goals and deadlines of accomplishments are being met.
- Providing financial assistance and financial management support to program participants, in accord with Organizational policies and procedures.
- Accurately completing in a timely manner all necessary forms, case recordings and statistical reports.
- Developing, monitoring and enhancing professional relationships with social service, health and governmental agencies.
- Participating and contributing in regular supervision meetings, team meetings, in house training sessions and conferences.
- Participating in program and operational planning.
- Establishing and maintaining a professional and therapeutic relationship within the guidelines of professional standards, program participant profiles, confidentiality laws and the newest clinical research available.
- Maintaining the volume of work designated by project standards and utilizing strengths-based theory and concept integration in clinical practice.

MBK is an Equal Opportunity Employer/Affirmative Action Employer and does not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, disability, veteran status, or any other protected category.

- Assimilating the knowledge of resources available to implement clinical concepts on an ongoing basis
- Adhering to professional standards as outlined by governmental bodies, NASW (and/or other appropriate professional associations), private funding sources, Organization plans/policies and Unit guidelines.
- Participating in periodic evaluative reviews and/or in-house and external staff training to ensure that he/she understands and continues to adhere to such standards.
- Initiating requests for assistance from supervisor to address new issues or complex concepts affecting adherence to professional standards.
- Performing other duties assigned.

Knowledge/Skills/Abilities (KSA):

- Knowledge of Ryan White, HOPWA and HIPPA policies preferred but not required.
- Ability to communicate and interact with clients in a culturally competent manner.
- Ability to work effectively with program participants, the general public and staff at all levels.
- Ability to evaluate data/information and make decisions in accordance with established policies, procedures and guidelines.
- Ability to create, maintain and update client case files.
- Ability to multi-task.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of Open Arms Healthcare Center's Ethics, Conflict of Interest, Confidentiality and HIPAA policies.
- Ability to establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, age, gender, ethnicity, disability, sexual orientation, marital status or political affiliation.
- Ability to maintain patient confidentiality.

Qualifications:

- BA/BS degree in social work required.
- 2 years case management and/or professional full time clinical experience.
- Team player attitude, energetic, with a focus on excellent customer service are key.

For consideration, **log on to www.mbk-inc.org and apply.** *No phone calls or faxes will be accepted.*

Application deadline is July 25, 2025 or until the position is filled. Selection Process: (1) Resumes are screened for minimum qualifications. (2) Telephone interviews are conducted with candidates successfully passing screening. (3) Face-to-Face interviews, if necessary, with finalists. (4) Selection of staff and offer is made.

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____