



CASE MANAGEMENT SPECIALIST (BH CP Program)

ORGANIZATION

The Brookline Center for Community Mental Health is a leading Massachusetts provider of mental health care and community-based social services; a sought-after placement for training clinicians; and a partner to more than 50 agencies working to improve the wellbeing of our community's most at-risk and vulnerable populations. The Brookline Center offers outstanding, affordable care to all who need us no matter their ability to pay, helping individuals, children, and families lead healthier, safer and fuller lives, while building a stronger community for all.

POSITION SUMMARY

The Brookline Center for Community Mental Health is seeking a Case Management Specialist to provide direct patient care in our Behavioral Health Community Partners (BH CP) team. This position provides person-centered and recovery-oriented care coordination to MassHealth members with identified behavioral health needs. Work includes but is not limited to outreach and engagement, assisting clients to identify goals and to develop individualized care plans, completing comprehensive assessments, coordinating communication among members, their healthcare team, and other providers, and supporting Enrollees to access and utilize resources to improve and maintain their health and quality of life.

RESPONSIBILITIES (include but are not limited to the following):

- Outreach and assess new members; develop trauma-informed care plans.
- Facilitate communication and collaboration of members' care teams, including medical, social services, and familial and/or family of choice supports.
- Support patients to reach health and social goals with attention to patient choice and autonomy.
- Communicate through face-to-face home and community-based visits, telephonic, and digital contact with the patients and their care teams; (currently telephonic visits only due to COVID-19).
- Maintain accurate, timely documentation in electronic systems.
- Participate in program evaluation/development, including individual and programmatic review, case consultations, and collection and interpretation of health outcome measures.
- Support additional community programs as needed.

VALUABLE SKILLS AND EXPERIENCE

- Bachelor's degree and/or commensurate or lived experience.
- Experience working with people with mental illness, substance use, and/or chronic medical conditions preferred.

- Excellent interpersonal, organizational, and clinical writing skills.
- Comfort level in the support and management of patients with complex psychiatric conditions, and patients who are impacted by intersecting oppressive systems, including but not limited to racism and ableism.
- The proven ability to work closely with an integrated team.
- Multilingual abilities (Spanish preferred).
- Must have valid driver's license and car.

Benefits

The Brookline Center offers a competitive benefits package that includes excellent medical and dental insurance, pre-tax savings and retirement plans, and generous paid time off including vacation, holidays, sick and personal time. Salary: \$41,000 - \$46,000 with additional pay for staff with bilingual/multilingual abilities used in their work at the Center.

Equal Employment Opportunity

The Brookline Center is an equal opportunity employer, committed to workplace diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.