

Mile High Behavioral Healthcare

Employment positions

Care Navigator

General Statement of Class Duties:

- Assist with emergency shelter. Provide shelter services and programming to homeless individuals in nightly shelter.
- Work together with Aurora Police Department, serving the needs of officers and victim services unit.
- Assist with cold weather alert program.
- Assist with outreach to various community agencies and police departments.
- Complete extensive paperwork and provide documentation of occurrences.
- Maintain physical security of the facility

Guidelines, Difficulty, and Decision Making Level:

- Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.
- Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.
- Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents must be discussed with a supervisor before being initiated.

Essential Duties:

- Provide referrals to clients and callers to other agencies and organizations to facilitate a comprehensive solution to a client/caller's issues.
- Performs case management activities involving less complex problems/cases, assesses individual and family needs, develops appropriate service and/or treatment plan, and provides counseling, referral, and placement services.
- Conducts initial needs assessment, ascertains nature and extent of complaint and severity of problems, and interviews defined clients and/or family members to elicit information to determine client's/family's medical, employment, economic, educational, and emotional history.
- Evaluates client's needs, interest, motivation, and pattern of responsibility, reviews case records for client and family profiles, socio-economic history, previous treatment and services experience.
- Establishes, maintains, and coordinates services/activities with relevant community agencies. Advocate for clients with other agencies/organizations.
- Answer phone and front door.
- Handle walk-up clients as well as scheduled out-clients. Put together food baskets/hygiene kits, prepare room for an overnight stay.
- Gather material needs for new residents such as linens, hygiene products.
- Supervise UA's of clients of the same gender.
- Perform cleaning/maintenance tasks as needed to maintain cleanliness of shelter.
- Transport clients as needed.

- Ensure facility is a safe environment for growth.
- Periodic presentations to Aurora Police Department and City Council about program updates, outcomes, and feedback.
- Gathers and organizes statistical information.
- Set up supportive groups and speakers that will benefit clients.
- Assist with cold weather emergency situations as they arise.
- Working with volunteers to most effectively run program.
- Coordinating with partnering agencies to best serve clients during cold weather emergencies.

Physical Demands:

- Sitting- remaining in the normal seated position
- Handling- seizing, holding, grasping, or otherwise working with fingers
- Fingering- picking, pinching, or otherwise working with fingers
- Talking- expressing or exchanging ideas by means of spoken words
- Hearing- perceiving the nature of sounds by the ear
- Repetitive motions- making frequent movements with a part of the body
- Eye/hand/foot coordination- performing work through using two or more
- Near acuity- ability to see clearly at 20 inches or less
- Depth perception- ability to judge distances and space relationships
- Field of vision- ability to see peripherally
- Accommodation- ability to adjust vision to bring objects into focus
- Strength/Endurance- able to walk at least a mile, lift up to 30 lbs, stand for extended periods of time
- Reflexes- ability to respond physically to a crisis with appropriate pace
- Range of motion- bending, twisting, lifting

Working Environment:

Subject to constant interruptions, high stress situations, and emergencies/crises. No formal breaks including meals.

May require overtime and/or flexible schedule.

At times the only staff managing overnight shelter in building.

Physical demands include lots of walking, lifting up to 30 lbs, being on feet for extended periods of time

Education Requirement:

High school diploma or BA in Human Services

Experience Requirement:

Case management experience with homeless preferred, knowledge of community services helpful.

Licensure/Certification:

Valid Colorado driver's license

Standing, sitting and walking in a fast-paced high energy environment

Ability to pass background check with the Colorado Bureau of Investigation.

Ability to pass background check with the Federal Bureau of Investigation.

Ability to gain clearance through the Colorado Central Registry of Child Abuse and neglect (TRAILS).

Have or obtain First Aid and CPR certification.