

## Case Manager

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| <b>Requisition<br/>#10609</b> | <b>Case Manager (Andrew House Boston,<br/>Jamaica Plain)</b> | <b>multiple positions<br/>available</b> | <b>Salary:<br/>TBD</b> |
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### Responsibilities:

- Bay Cove Human Services, Inc.
- a leading Massachusetts human services organization, seeks a Case Manager for Andrew House, an acute treatment facility that provides medically monitored services to adults who need short-term detoxification from alcohol, heroin and other opiates. The Case Manager works with a multidisciplinary team, and is responsible for providing the necessary case management and support for our patients.
- We are looking for someone who strives to: Challenge thinking.
- Be different.
- Lead change.
- Bay Cove is looking for people who are inspired and inspiring.
- You will: Provide group counseling to all clients regarding substance use disorder.
- Provide case management and engage in care consultation regarding specific clients with other staff, relatives and appropriate representatives of other agencies, including social service agencies, housing authorities, health care providers and vocational issues.
- Provide crisis intervention when necessary.
- Prepare client evaluations and develop and implement treatment plans.
- Make appropriate referrals and complete follow-up referrals to insure proper aftercare.
- Maintain client records and programmatic documentation and insure their confidentiality.

### Qualifications:

- What you will need to bring: Education - Bachelor's Degree preferred or equivalent experience.
- Experience – Experience in individual and group counseling.
- Knowledge of the field of substance abuse.
- Understanding of modality specific issues, such as substance use disorder, homelessness, trauma, and other co-occurring disorders.
- Skills – Good written and verbal skills, computer skills, record keeping, and organizational skills.
- Ability to follow and enforce the policies and procedures of the program.
- Be able to work independently and be responsible.
- Able to accept supervision and be part of a team.
- Ability to respond physically to the needs of the clients or other programs issues on all floors of the facility.
- License/Certification – CADAC/LADAC or equivalent preferred, or actively pursuing certification.
- Driving License Required? Yes

### Benefits:

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10609>.

**Case Manager**

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| <b>Requisition #10525</b> | <b>Case Manager (CASPAR Emergency Shelter, Cambridge)</b> | <b>multiple positions available</b> | <b>Salary: TBD</b> |
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**Responsibilities:**

- Bay Cove Human Services, Inc.
- a leading Massachusetts human services organization, seeks a Case Manager for Men's Residence, a residential program for men experiencing the struggles of early sobriety.
- The Case Manager works with a multidisciplinary team, and is responsible for providing the necessary case management and support for our patients.
- We are looking for someone who strives to: Challenge thinking.
- Be different.
- Lead change.
- Bay Cove is looking for people who are inspired and inspiring.
- You will: Provide group counseling to all clients regarding substance use disorder.
- Provide case management and engage in care consultation regarding specific clients with other staff, relatives and appropriate representatives of other agencies, including social service agencies, housing authorities, health care providers and vocational issues.
- Provide crisis intervention when necessary.
- Prepare client evaluations and develop and implement treatment plans.
- Make appropriate referrals and complete follow-up referrals to insure proper aftercare.
- Maintain client records and programmatic documentation and insure their confidentiality.

**Qualifications:**

- BA/BS in human services or related field required
- Driving License Required? No

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10525>.

**Case Manager**

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| <b>Requisition<br/>#10574</b> | <b>Case Manager (Women's Residence - New<br/>Day, Somerville)</b> | <b>multiple positions<br/>available</b> | <b>Salary:<br/>16.50</b> |
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**Responsibilities:**

- Bay Cove Human Services, Inc.
- a leading Massachusetts human services organization, seeks a Case Manager to for New Day, a residential substance use disorder treatment program for pregnant and parenting women with their newborns The Case Manager provides supportive counseling, individual and group, to women with varying levels of impairment, and developing and implementing therapeutic treatment plans in the framework of recovery.
- We are looking for someone who strive to: Challenge thinking.
- Be different.
- Lead change.
- Bay Cove is looking for people who are inspired and inspiring.
- You will: Provide group counseling to all clients regarding substance use disorder.
- Provide case management and engage in care consultation regarding specific clients with other staff, relatives and appropriate representatives of other agencies, including social service agencies, housing authorities, health care providers and vocational issues.
- Provide crisis intervention when necessary.
- Prepare client evaluations and develop and implement treatment plans.
- Make appropriate referrals and complete follow-up referrals to insure proper aftercare.
- Maintain client records and programmatic documentation and insure their confidentiality.

**Qualifications:**

- What you will need to bring: Education - Bachelor's Degree preferred or equivalent experience.
- Experience – Experience in individual and group counseling.
- Knowledge of the field of substance abuse.
- Understanding of modality specific issues, such as substance use disorder, homelessness, trauma, and other co-occurring disorders.
- Skills – Good written and verbal skills, computer skills, record keeping, and organizational skills.
- Ability to follow and enforce the policies and procedures of the program.
- Be able to work independently and be responsible.
- Able to accept supervision and be part of a team.
- Ability to respond physically to the needs of the clients or other programs issues on all floors of the facility.
- License/Certification – CADAC/LADAC or equivalent preferred, or actively pursuing certification.
- Physical Ability- may be required to move, by pushing, pulling or lifting up to 25 pounds.
- Keywords: Substance Use Disorder, Group, Addictions, Recovery, Mental Health, Counselor, Case Management, Therapy, Care Coordination, Clinical Supervision, Management
- Driving License Required? Yes

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10574>.

**Case Manager**

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| <b>Requisition #10255</b> | <b>Case Manager (Women's Residence - WomanPlace, Cambridge)</b> | <b>multiple positions available</b> | <b>Salary: 16.50</b> |
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**Responsibilities:**

- Bay Cove Human Services, Inc.
- a leading Massachusetts human services organization, seeks a Case Manager to for WomanPlace, a residential substance use disorder treatment program for women The Case Manager provides supportive counseling, individual and group, to women with varying levels of impairment, and developing and implementing therapeutic treatment plans in the framework of recovery.
- We are looking for someone who strive to: Challenge thinking.
- Be different.
- Lead change.
- Bay Cove is looking for people who are inspired and inspiring.
- You will: Provide group counseling to all clients regarding substance use disorder.
- Provide case management and engage in care consultation regarding specific clients with other staff, relatives and appropriate representatives of other agencies, including social service agencies, housing authorities, health care providers and vocational issues.
- Provide crisis intervention when necessary.
- Prepare client evaluations and develop and implement treatment plans.
- Make appropriate referrals and complete follow-up referrals to insure proper aftercare.
- Maintain client records and programmatic documentation and insure their confidentiality.

**Qualifications:**

- What you will need to bring: Education - Bachelor's Degree preferred or equivalent experience.
- Experience – Experience in individual and group counseling.
- Knowledge of the field of substance abuse.
- Understanding of modality specific issues, such as substance use disorder, homelessness, trauma, and other co-occurring disorders.
- Skills – Good written and verbal skills, computer skills, record keeping, and organizational skills.
- Ability to follow and enforce the policies and procedures of the program.
- Be able to work independently and be responsible.

- Able to accept supervision and be part of a team.
- License/Certification – CADAC/LADAC or equivalent preferred, or actively pursuing certification.
- Physical Ability- may be required to move, by pushing, pulling or lifting up to 25 pounds.
- Keywords: Substance Use Disorder, Group, Addictions, Recovery, Mental Health, Counselor, Case Management, Therapy, Care Coordination, Clinical Supervision, Management
- Driving License Required? Yes

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10255>.

**Clinical Coordinator**

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|---------------------------|---|-------------------------------------|--------------------|
| <b>Requisition #10394</b> | <b>Clinical Coordinator (CASPAR Emergency Shelter, Cambridge)</b> | <b>multiple positions available</b> | <b>Salary: TBD</b> |
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**Responsibilities:**

- Bay Cove Human Services, Inc.
- a leading Massachusetts human services organization, seeks a Clinical Coordinator to join us in our mission to provide high-quality services to adults who face the life-long challenges of mental illness, aging and drug and alcohol dependency.
- The CASPAR Shelter has a long history of serving homeless individuals who are under the influence of alcohol or other substances and those who, due to their mental health and/or substance use, exhibit behaviors that often create barriers to accessing other shelter systems.
- CASPAR provides services in a manner that addresses the specific needs of the individuals through triage for services, engagement in care and assessment of needs and service delivery which includes pathways to housing.
- The Clinical Coordinator assures that the program adheres to the service delivery model and supplies timely and efficient data on service delivery.
- It is the commitment of the program that guests at the shelter are served with dignity and respect in a safe and welcoming environment.
- The Clinical Coordinator supports this commitment through their leadership, direction, and sound management of the program.
- This is an exempt position.
- The clinical coordinator will have a variety of roles and responsibilities within the CASPAR emergency shelter system including but not limited to supervising case managers and managing grants, providing clinical feedback and consultation to staff at the emergency shelter regarding clients that have complex mental health needs, care coordination for clients with complex mental health needs, interfacing with other service providers that work with CASPAR guests, crisis intervention and de-escalation.

- The clinical coordinator assesses each person’s needs for services and engages in follow up that best ensures their safety and wellbeing.
- S/he facilitates the person’s engagement or re-engagement in behavioral health services through referral to community based services that are consonant with the person’s needs and preferences.
- Essential Functions: Assures that the program adheres to the service delivery contractual agreements and Bay Cove Human Services policies and procedures.
- Develops and monitors processes for tracking service utilization, including intake/registration logs, case management notes and referrals.
- Collaborates with Bay Cove IT Department, (Homeless Management Information Systems) HMIS Coordinator and program staff to maintain the program’s electronic records management system, assuring for accurate documentation of shelter guest services, timely billing, storage and maintenance of shelter guest records in accordance with contract requirements.
- Works closely with community providers and the program’s staff to assure safe and appropriate treatment/services for guests.
- Leads the program management team to plan, outline, organize, monitor and report on goals, objectives and outcomes for the program.
- Participates in planning to attract new/supplemental funding to support program activities.
- Serves as a representative in contacts with program’s funding entities and other community partners.
- Model for providing services in a low-threshold shelter setting.
- Responsible for ensuring the program’s adherence to relevant federal and state policies.
- May perform other duties as assigned.

**Qualifications:**

- What you will need to bring: Minimum 2 years of experience in human services or a related field with experience with adults with major mental illness and crisis intervention.
- Must have a Master’s degree in social work, psychology, or related field.
- Must be able to obtain licensure (LMHC, LCSW, LICSW) within the first year of employment
- Driving License Required? Yes

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10394>.

**Clinician**

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| <b>Requisition #10148</b> | <b>Clinician (Treatment Center, Boston)</b> | <b>Schedule: TBD</b> | <b>Salary: TBD</b> |
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## Responsibilities:

- Bay Cove Human Services, Inc.
- a leading Massachusetts human services organization seeks a Substance Abuse Clinician for The Bay Cove Treatment Center an outpatient methadone maintenance program that has been serving opiate addicts in the greater Boston area for over twenty years.
- The clinic focuses on opiate addicted clients with specialty programs for pregnant women, dually diagnosed individuals and persons who are HIV positive.
- The Substance Abuse Clinician will provide clinical assessment, safety and treatment planning, individual and group treatment to persons in an outpatient methadone maintenance program that serves opiate addicts in the greater Boston area.
- We are looking for someone who strives to: Challenge thinking.
- Be different.
- Lead change.
- Bay Cove is looking for people who are inspired and inspiring.
- You will: Conduct intake interviews with potential clients requesting substance abuse and methadone treatment.
- Develop psycho-social formulations with recommendations for on-going treatment.
- Provide treatment to a caseload of individual clients involving family and other collateral contacts as needed.
- Provide treatment of 2-3 support groups.
- Keep appropriate and timely records of interactions including progress notes, quarterly treatment plans, discharge summaries, and statistical reporting as required.
- Participate in a variety of educational, in-service training programs, and research activities

## Qualifications:

- What you will need to bring: Education- MSW or masters in related clinical field - license eligible degree.
- Experience- 2 years' experience in substance use disorder treatment OR Bachelor's in related field and minimum of 3 years experience in substance use disorder treatment.
- Keywords: Substance Abuse, Group, Addictions, Recovery, Mental Health, Counselor, Case Management, Therapy, Care Coordination, Clinician, Supervision, Social Work, Psychology
- Driving License Required? No

## Benefits:

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

## TO APPLY:

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10148>.

**Community Care Coordinator**

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| <b>Requisition #10457</b> | <b>Community Care Coordinator (Addiction Centralized Costs, Boston)</b> | <b>Schedule: M-F 9a-5p</b> | <b>Salary: Commensurate with experience</b> |
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### Responsibilities:

The Community Care Coordinator (CCC) works with individuals and caregivers within the Cambridge Health Alliance (CHA) primary care settings and is an integral member of the Complex Care Management team at one Primary Care Region (including one or more Sites). The Community Care Coordinator works closely with site-based Complex Care Managers (CCM), patients, and the practice's primary care teams to effectively manage the practice's Highest Risk patients. The Community Care Coordinator provides care management and system navigation supports to patients with a diagnosis of substance use disorder and/or co-occurring mental health disorders. The Community Care Coordinator also works closely with CHA's Inpatient/ Emergency Department teams to coordinate transition plans for hospitalized patients receiving primary care in their region. Additionally, the Community Care Coordinator assesses patients post discharge to identify gaps in services, making referrals as needed and serving as a bridge between the patient, the primary care practice, acute care and their recovery networks, streamlining patient referrals to community-based resources. The Community Care Coordinator performs the following duties:

- Provides Transition of Care (TOC) support for CHA primary patients both at CHA and at outside facilities. Specific duties will be focused on early identification of barriers impeding optimal transition to home/community, optimization of appropriate services and support, including medication review and ensuring connection to Primary Care Providers (PCP).
- Evaluates patients for mental health and substance use problems and psychosocial factors impacting care and coordinates referrals for patients accordingly.
- Collaborates with mental health providers to support medical management for patients with co-morbid mental health and substance abuse disorders.
- Facilitates access to navigate federal, state and community entitlement programs, insurance benefits, and Department of Public Health and Department of Mental Health services. Supports patients/clients/with applications and assists with follow-up as appropriate.
- Provides follow up contact with patients after medical appointments to insure that patients understand and accept the care plan and develops strategies to support implementation of the care plan.

### Qualifications:

- Bachelor's degree in Psychology, Social Work, Human Services or a related field and at least two years of experience in the human services field.
- Community Health Worker Certification or ability to obtain certification within 1 year post hire.
- Experience in individual needs assessment and care planning for substance use and mental health.
- Knowledge of current practice standards in addiction treatment system preferred.
- Demonstrated cultural competency and fluency in Spanish or Portuguese or Haitian Creole preferred.
- Demonstrated professional writing, interpersonal, communication, oral presentation, and organizational skills.
- Proficiency in word processing and spreadsheet preparation.
- Driving License Required? Yes



### Benefits:

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

### TO APPLY:

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10457>.

### CSS Counselor

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| <b>Requisition<br/>#10496</b> | <b>CSS Counselor (Andrew Stoughton CSS,<br/>Stoughton)</b> | <b>Schedule: Weds-Sat<br/>7a-3p</b> | <b>Salary:<br/>18.64</b> |
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### Responsibilities:

- Bay Cove Human Services, Inc.
- a leading Massachusetts human services organization, seeks a CSS Counselor to join us in our mission to provide high-quality services to adults who face the life-long challenges of mental illness, aging and substance use disorder.
- As a Substance Abuse Counselor you will be doing your part in fighting the current Opioid/Substance Abuse epidemic as a key member of a dynamic multidisciplinary team working directly with clients who have just completed detox from Substance Use in an inpatient setting.
- Through the running of groups, providing individual/family/group counseling you will be by helping our clients in the next stage of their Recovery We are looking for someone who strive to: Challenge thinking.
- Be different.
- Lead change.
- Bay Cove is looking for people who are inspired and inspiring.
- You will: Provide counseling/therapy that promotes a stable clinical and psychological condition for patients, post-detoxification.
- Complete the bio-psychosocial assessments.
- Develop initial individual treatment and discharge plans.
- Promote ongoing participation of the client with decisions involving treatment planning and goal setting.
- Work closely with the patient, their family and/or natural or social supports, as well as the program's multidisciplinary teams to ensure ongoing review and updating of patients' treatment plans.
- Facilitate clinical therapy with patients through individual, group and family sessions.
- Maintain relevant and timely counseling progress notes.
- Participates in ongoing multidisciplinary case conferences/client care meetings.
- Lead various psycho-educational, therapy and recovery oriented groups as assigned and ensure all relevant documentation.
- What you will need to bring:

### Qualifications:

- Education - BA/BS or experience in a Human Services field.
- Experience – Three years of experience in substance use disorder treatment and at least two years of counseling experience.
- Strong knowledge of the substance use treatment continuum and services and related community resources.
- Skills – Ability to work with individuals with substance use disorders.
- License/Certification –Licensure of Alcohol and Drug Counselor (LADC I or LADC II) or Certified Addictions Counselor (CAC) or Certified Alcohol and Drug Abuse Counselor (CADAC).
- Driving License Required? Yes

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10496>.

**Outreach Advocate- Per Diem**

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| <b>Requisition #7790</b> | <b>Outreach Advocate- Per Diem (First Step Street Outreach, Cambridge)</b> | <b>Schedule: Per Diem</b> | <b>Salary: \$15.06/hour</b> |
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**Responsibilities:**

- Establish and maintain professional relationship with clients in the catchment area.
- Meet clients "where they are at" both geographically (e.g. on a park-bench, in a train station, on the street, etc.) and personally (e.g., intoxicated or sober).
- Establish and maintain professional relationships with other service providers, local businesses, and concerned citizens in at least the catchment area.
- Thorough awareness of substance abuse, HIV/AIDS, and homeless resources (e.g., shelter and housing services, drop-in center, clinics, detox and other health care programs, prevention programs, etc.).
- Connect clients with desired programs through direct referrals (e.g., calling a detox, confirming a bed, and transporting clients to the detox) and indirect referrals (e.g., pass along information about particular programs).
- Brief substance abuse counseling and all necessary case management activities.
- Completing all required paperwork (e.g., daily logs, intake forms, HMIS data entry, reporting, and PEMS).
- Proper care of CASPAR property (e.g., vehicles, computers, phones).
- Other outreach and prevention programs duties as assigned by the Program Director.

**Qualifications:**

- High school Diploma or equivalent certification.
- Minimum two years of direct care experience with a homeless, mentally ill, and/or actively addicted population.
- Understanding of addiction and mental illness.
- Minimum of two years of continuous sobriety if recovering.
- Driving License Required? Yes

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=7790>.

**Program Director**

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|---------------------------|--|--------------------------------|------------------------------|
| <b>Requisition #10135</b> | <b>Program Director (Treatment Center, Boston)</b> | <b>Schedule: Monday-Friday</b> | <b>Salary: \$90,000/year</b> |
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**Responsibilities:**

- Our mission is to provide a comprehensive and safe medical detoxification for adults with a chemical addiction, and to encourage and provide aftercare planning for any client requiring and accepting this service.
- This is to be provided in a respectful and compassionate manner, through individualized medical, psychological and educational interventions.
- Supervisory Responsibilities: Recruit, interview and hire appropriate applicants for management/supervisory positions Provide weekly (and more frequently as needed) supervision for all managers Prepare and present performance evaluations to all managers Preside over weekly management and monthly staff meetings Essential Functions of Position: Responsible for defining with staff, consumers and community participators, the scope, purposes and philosophy of the Methadone Treatment and Out Patient Counseling program and for translating this into appropriate policies and procedures Delegation of responsibility for various program components to competent staff members, defining tasks and job descriptions for each portion Setting up effective systems for administration, treatment, referrals, discharge, follow-up Responsible for overseeing effective financial management procedures, quality assurance review, in-service staff training, clients rights and confidentiality Plan, outline and organize the program's goals and objectives Initiate and maintain program relations with agencies of Community and Mental Health Attract new and/or supplementary funds to support program activities Prepare reports/proposals as required by local, state and federal authorities Participation in clinical tasks including intake evaluation, on-going individual and group treatment, case presentations, supervision, consultation, and education both within the clinic and the community Coordinate and oversee the quarterly review of client charts

**Qualifications:**

- Professional Qualifications: LICSW preferred with a minimum of five years of clinical experience Considerable (minimum five years) administrative experience in a community social action program, addictions treatment facility, urban planning group or related training Demonstrated knowledge of local, state and federal funding sources for substance abuse treatment and control programs Demonstrated knowledge about community health and mental health agencies and criminal justice institutions which service persons with substance abuse issues Demonstrated ability to formulate, critically evaluate and interpret theoretical and empirical research studies of substance abuse and related medical, psychological and sociological issues
- Driving License Required? No

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10135>.

**Case Manager**

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|---------------------------|---|---|--------------------|
| <b>Requisition #10459</b> | <b>Case Manager (Cardinal Medeiros Shelter, Boston)</b> | <b>Schedule: Monday through Friday 8am to 4pm</b> | <b>Salary: TBD</b> |
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**Responsibilities:**

The primary responsibility of this position is to engage homeless adults in the next step programs that lead to permanent housing and increased self-sufficiency. The Case Manager position will be spent doing extensive outreach in the dining room and follow up case management services.

- Complete intake, Information Disclosure Agreement to assess client's needs and discuss possible resources.
- Develop with the client an Individual Service Plan that is strengths based and identifies individual needs, goals and a plan of action.
- Provide assistance with basic living skills, problem solving and conflict resolution skills.
- Advocate for and assist clients with securing eligible benefits including: SSI, SSDI, Veterans Disability, unemployment compensation, pensions and/or tax refunds and Health Care.
- Maintain appropriate records, track client's progress and collect information based on the program requirements.
- Troubleshoot and help maintain the client database; compile monthly HMIS statistics.
- Organize and update files as needed.

**Qualifications:**

- BA preferred (degree requirement can be waived with an additional year of experience).
- Two years direct care experience providing services to adults with mental illness, homelessness, and addiction issues.
- Proficiency in word processing and HMIS computer functions.
- Demonstrated professional communication and organizational skills.
- Develop and implement social activities within the Medeiros Center.
- Demonstrated ability to work effectively and collaboratively with a culturally diverse population of clients, other care providers, family and community members.
- Ability to function under pressure in a fast-paced human service environment.
- Driving License Required? No

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10459>.

**Case Manager**

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|---------------------------|---|----------------------|--------------------|
| <b>Requisition #10595</b> | <b>Case Manager (MHSA YMCA, Boston)</b> | <b>Schedule: TBD</b> | <b>Salary: TBD</b> |
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**Responsibilities:**

- Essential job Duties and Responsibilities: Engage program participants in stabilization services to enhance skills needed for success in access and retention of independent housing.
- Complete assessments to determine stabilization needs, financial readiness, and areas needing more support.
- Develop, maintain, and revise participant Individual Stabilization Plan and goals during regular stabilization sessions.
- Assist participant in supported referrals for areas of high need and re-assess regularly Utilize Motivational Interviewing and strengths-based skills to engage clients in exploring areas of fear, lack of preparation, or ambivalence.
- Engage participants in active financial planning, budgeting, and banking skills.
- Coordinate with participant collaterals to de-duplicate efforts and ensure wrap-around care.
- Stay up-to-date on local education opportunities and options, and attend any/all trainings regarding housing stabilization, substance use treatment and recovery, and mental health recovery.
- Maintain participant records, including progress notes, Individual Stabilization Plan, discharge summaries, and monthly reporting.
- Work cooperatively with housing specialist to make sure participant goals towards housing and stabilization.
- Participate in supervision.
- Other duties as assigned by Program Manager.

**Qualifications:**

- Qualifications and Skills: BA/BS preferred (degree requirement waived with additional experience).
- Two years housing navigation, case management, and/or direct care experience in areas such as homeless services/housing search, substance use treatment, mental health, and/or harm reduction services.
- Proficiency in Microsoft Office (Windows) and Google Apps.
- Demonstrated professional communication and organizational skills.
- Bilingual Spanish/English speaker preferred.
- Personal Characteristics: Ability to work collaboratively as a member of multidisciplinary and cross-functional teams Demonstrated ability to work effectively and collaboratively with a culturally diverse populations of participants, other care providers, and community members Ability to function in a fast-paced human service environment Ability to be flexible, open, and responsive to ongoing industry changes Certificates, Licenses, Registration Required: CPR/First Aid Certification within 6 months of hire.
- Must stay current with any modality required training, including but not limited to HIV/AIDS, Hep C, Narcan, Crisis Intervention, Harassment, Harm Reduction, Housing First, Engagement etc.
- Driving License Required? No

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10595>.

**Per Diem Counselor**

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| <b>Requisition #6848</b> | <b>Per Diem Counselor (Boston Night Center, Boston)</b> | <b>Schedule: Per Diem</b> | <b>Salary: 16.38</b> |
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**Responsibilities:**

- Assists in set up and cleanup of all activities such as intake/access, personal belongings storage, food & meal serving, beverages, etc.
- Provide care for guests and maintain safety by visual monitoring of all guests, conducting safety checks.
- Provides as needed monitoring of the area outside the program (parking lot, line in front of building, and area that trash is maintained) in order to optimize safety of guests, neighbors, and essential health standards.
- Complete required documentation at intake, HMIS (Homeless Management Information System), incident reporting, etc.
- as required.

- Follows plans and restrictions established by Boston Night Center leadership and team members.
- Respond immediately to all medical and behavioral health emergencies appropriately (such as administering first aid, CPR, administering Narcan, calling EMS/BEST, or first responders to address and resolve the situation).

**Qualifications:**

- High School Diploma or GED.
- Knowledge of addiction, serious mental illness, and homelessness.
- Good written and verbal communication skills.
- Ability to respond physically to needs of the guests and all collateral's.
- Ability to follow and consistently implement policies and procedures of the program.
- Ability to perform assigned duties in a manner that promotes the dignity of each person served and optimizes safety for the BNC community.
- Ability to work in an effective and calm manner with people who are under significant personal stress.
- Driving License Required? No

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=6848>.

**Assistant Program Director**

|                           |  |                                       |  |
|---------------------------|--|---------------------------------------|--|
| <b>Requisition #10542</b> | <b>Assistant Program Director (Metro Boston DMH Respite, Boston)</b> | <b>Schedule: Monday-Friday 10a-8p</b> | <b>Salary: \$50,000 + \$2000 sign on bonus</b> |
|---------------------------|--|---------------------------------------|--|

**Responsibilities:**

- The clinically licensed Respite Assistant Program Director supports the Program Director in overseeing clinical, rehabilitative and support services to adults in a temporary setting with a goal of entering or transitioning back to other community-based services and living arrangements.
- Services are provided in a manner that cultivates resilience and supports the path of recovery for Persons Served.
- Respite services are strengths-based and person-centered and are intended to support Persons Served to maintain, enter or return to stable living.
- The Program Director will provide leadership to 24hour/7 day a week for site-based respite and mobile services.
- This is an exempt position.

- Assists the program director in providing clinical and programmatic leadership for all aspects of the Respite service, ensuring sound clinical assessments, plans and interventions to support Persons Served in returning to other community-based settings and advancing their recovery processes Assists with the referral, screening, admission and clinical assessment of Persons Served.
- Assists with treatment planning, on-going clinical interventions, and discharge planning for all Persons Served in mobile and site based respite.
- Carries out tasks related to the day to day operations including staff scheduling, facilitating financial and budgetary procedures (such as petty cash and payroll), and proper implementation of clinical protocols.
- Ensures accurate and timely programmatic documentation such as assessments, individualized action plans, service notes, daily logs, bed registers, incident reports, safety plans, outcomes reporting, and any other documentation assigned.
- Ensures that agency and regulatory standards are met and maintained, including inter-agency Quality Management audits, CARF, and MAP reviews.
- Provide crisis assessment, prevention, and needed intervention during the business day and while on-call on nights and weekends as scheduled.
- Provide on-call coverage on a rotating basis.
- Administers medications in accordance with MAP standards and trains Persons Served in medication self-administration procedures.
- Maintains effective working relationships with state facility campus police, DMH, other mental health providers, and local community resources throughout the Metro Boston community.

**Qualifications:**

- Licensed Mental Health Professional in social work or psychology Minimum three years' experience providing services to individuals who have mental health and or substance use issues.
- Driving License Required? No

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10542>.

**Case Manager**

|                           |  |  |                             |
|---------------------------|--|--|-----------------------------|
| <b>Requisition #10554</b> | <b>Case Manager (Metro Boston DMH Respite, Boston)</b> | <b>Schedule: Monday-Friday 3p to 11p</b> | <b>Salary: \$18.27 / hr</b> |
|---------------------------|--|--|-----------------------------|

**Responsibilities:**



The Respite Case Manager provides direct services to adult Department of Mental Health clients who are enrolled in short-term transitional clinical and rehabilitative services, both in a residential setting and in the community. The Case Manager assists persons served in setting individual goals for their time enrolled in the respite program and takes all steps that may be needed to help the person achieve their goals. Respite services are strengths-based and person-centered, and are intended to support persons served to maintain, enter or return to a stable living environment. The Case Manager is able to motivate and empower a population with severe mental health disabilities, while also maintaining the daily operations of a 6-bed residential setting, all while demonstrating a high level of administrative and organizational efficiency. The Respite Case Manager is also the principal staff involved in medication administration and documentation. This is a non-exempt position.

- Engages in relationship building with Persons Served to manage symptoms and/or stressors and to increase his/her ability to remain in a current living environment or transition to another community living situation.
- Provide direct support and short-term case management for assigned Persons Served, both in a residential shelter setting as well as in the community.
- Assist Person Served in writing and achieving individual treatment goals, including assistance with housing, rehabilitative goals, appointments, and other community living supports.
- Organize activities and group outings for persons served relevant to their treatment goals.
- Ensure the cleanliness and upkeep of the program, assist in daily meal service and cleanup, make beds, provide fresh linens, and clean any spills or body fluid cleanup situations in accordance with OSHA guidelines.
- Ensure that safety protocols are followed consistently using a non-judgmental, harm reduction approach, including emergency systems in place, hourly safety checks, room searches as needed, and individual safety plans.
- Complete documentation pertaining to the client record including IAP's, service notes, outcome measures, incident reports, and any other documentation assigned.
- Assist in functional, clinical, and crisis assessment.
- Administers medications in accordance with MAP standards and trains Persons Served in medication self-administration procedures, maintains organization and record-keeping around pharmacy deliveries, and ensures up-to-date doctor's orders are received from providers on a regular basis.
- Maintains effective working relationships with State Facility Campus Police, DMH, other mental health providers, and local community resources throughout the Metro Boston community

#### **Qualifications:**

- Minimally 2 years' experience working in a mental health setting. BA/BS preferred.
- Valid driver's license. Must be able to travel throughout Metro Boston either with personal vehicle or public transportation to provide mobile respite services.
- Department of Public Health certification in medication administration (MAP) is required within 60 days of hire.
- Excellent writing and oral communication skills.
- Proficiency in word processing and other computer functions.
- Internet proficient, able to perform and assist clients with web searches for recovery resources and to access services and agencies that may be relevant to their individual goals.
- Demonstrated professional communication and organizational skills.
- Driving License Required? No

**Benefits:**

- Excellent benefits package including health and dental insurance, 403(b) retirement plan, tuition reimbursement/remission, paid vacation & holidays, sick time pay, and employee referral bonuses.

**TO APPLY:**

Apply online by going to <https://www.baycove.org/apply/index.cfm?pid=10554>.