



**Position Title:** Clinical Case Manager, Recovery Program  
**Supervisor:** Recovery Program Manager  
**Department:** Human Services Department / Veteran 360 Behavioral Health Programs  
**Exemption:** Non-Exempt  
**Date Updated:** October 2020

**Job Summary:**

As part of the Veteran 360 Behavioral Health Team, provide clinical case management and supportive mental health and substance use disorder counseling to a caseload of up to 25 residents with co-occurring disorders. This position employs a variety of evidence based interventions including motivational interviewing, harm reduction, relapse prevention and trauma informed care to provide client centered services to Veterans.

**Job Responsibilities:**

- Maintain a caseload of up to 25 resident Veterans. Ensure Veterans are swiftly and proactively connected with the services that will best meet their needs and goals.
- Provide individual supportive addictions counseling utilizing evidence based interventions such as: Motivational Interviewing, Harm Reduction, Relapse Prevention and Trauma Informed Care.
- Manage crisis situations and intervene with caseload and with other Center residents when needed and alerted. Respond and follow up with event reports.
- Work in a collaborative manner with Veterans towards the goals of permanent housing placement, increasing income and benefits and improving self-determination.
- Complete biopsychosocial assessments, integrated service plans and discharge plans in conjunction with each Veteran, which best meets individual needs and program requirements.
- Work in a collaborative manner with Human Services and Operations staff to provide coordinated services.
- Provide navigation and Veteran orientation coverage.
- Ensure all data collection and documentation deadlines are adhered to.
- Provide community based referrals to meet the needs of each Veteran during discharge planning to help maintain independent living. Provide appointment accompaniment as needed.
- Facilitate a variety of rehabilitative and social skills activities – psycho-educational groups, discussion groups, games, and physical activities, as needed.
- Attend and actively participate in department, case conferencing, and review board and program meetings as required.
- Perform other duties as assigned.



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**Required Qualifications:**

- Master's level clinician: Social Worker, Mental Health Counselor, or Rehabilitation Counselor license is a plus.
- Two years of experience with Veteran population, mental illness, and substance use disorders, and/or homelessness.
- Knowledge and commitment to evidence based models such as housing first, harm reduction, motivational interviewing, relapse prevention and trauma informed care.
- Ability to employ strong clinical judgement while setting firm boundaries.
- Experience with group facilitation.
- Strong assessment and diagnosis skills.
- Crisis intervention skills.

**Preferred Qualifications:**

- Knowledge of services and resources in the greater Boston community.
- Case Management experience.
- Ability to travel in the community.
- Knowledge of military culture.

**Essential Functions:**

- Ability to be flexible and comfortable with a multi-cultural Veteran population experiencing homelessness and complex challenges.
- Ability to work collaboratively with clinical teams, other Center programs and departments.
- Excellent written and oral communication skills.
- Ability to write clear progress notes and integrated services plans.
- Proficiency with computers/databases.
- Strong personal and professional boundaries.