



**Job Title:** Referral Specialist/ Care Manager; Criminal Justice Pilot

**Job Group:** VIII

**Location:** Health Home- 1050 Niagara St., Buffalo NY and  
301 Cayuga Rd., Buffalo, NY

**Supervisor:** Director of Health Home Program

**SUMMARY:**

The Care Manager operates within a team of professionals who deliver services to consumers of behavioral health services who reside in Erie County and are identified and referred by regional health homes. The Care Manager identifies, assesses, links to and monitors the use of multiple resources benefiting individuals identified as “high risk users of services” and who have problems accessing care. Criminal Justice Pilot is a section of the Health Homes that completes and obtains referrals for care management services for individuals who are currently linked with the Criminal Justice System or recently released from Incarceration.

**RESPONSIBILITIES:**

- **Intake and screening** – initial contact, exploration of the consumer’s receptivity to services, verification that the consumer is a member of the Care Management target population (Criminal Justice, identification of problem areas and potential resolutions, and case information management.
- Referrals to be completed at assigned Criminal Justice sites
- Assist in tracking of vital information regarding referrals and necessary follow up
- Maintain log of phone calls and contact with clients via NetSmart, Microsoft Office Excel Sheet and any other methods approved.
- Ensure smooth transition from Referral to assigned Care Manager
- Obtain, access and utilized all systems/technology used by Health Home workers
- Other duties as assigned.

**KNOWLEDGE, SKILLS & ABILITIES:**

Knowledge of behavioral health diagnoses and symptomatology. Working familiarity with community resources, including entitlement programs, medical, financial and legal services, housing and emergency food programs and the range of behavioral health treatment and rehabilitation services available. Must be able to effectively engage treatment resistant individuals and comfortable with individuals linked with the Criminal Justice System. Must have an understanding of issues related to complex diagnostic cases, such as chronic disease/behavioral health interactions. Must be able to perform duties in an independent and efficient manner. Must possess knowledge of and ability to provide behavioral health interventions in coordination of care. Must possess strong computer skills including proficient use of Microsoft Office. Strong time management skills required.

**QUALIFICATIONS:**

A bachelor’s degree in Social work, Criminal Justice, Psychology, Sociology or related field and one-year case management experience in providing direct services to behavioral health consumers or in linking individuals with behavioral health diagnoses to a broad range of services essential to successfully living in a community setting, or one-year experience in working with Criminal Justice Programs or individuals from the Criminal Justice System or master’s degree in a behavioral health related field and a valid NYS drivers’ license and automobile in good working order.

**To apply, please use the following link:**

**[https://workforcenow.adp.com/jobs/apply/posting.html?client=lsbehavior&jobId=220509&lang=en\\_US&source=CC2](https://workforcenow.adp.com/jobs/apply/posting.html?client=lsbehavior&jobId=220509&lang=en_US&source=CC2)**