
Bilingual (Spanish/English) Co-Responder Case Manager**10 Hour Part-Time Week**

Federal Heights, CO, US

Pay: \$33.33/hour + \$1,670 annual Bilingual bonus

The Co-Responder Case Manager position at Reaching HOPE is a collaborative position with the Federal Heights Police Department and has been approved by the Federal Heights City Council. The goal of the Co-Responder program is social justice focused and aims to build bridges within the community, to promote mental health services, reduce use of force, and divert at-risk community members from the criminal justice system by providing stabilization to community members following a crisis contact. As a Case Manager, you will work in collaboration with a team that includes two Clinicians. Alongside law enforcement, the Co-Responder team will work to support Federal Heights residents by providing wrap-around mental health services that include completing crisis or emergency assessments, preparing safety plans, identifying protective factors, conducting mental status exams, evaluating level of functioning, coordinating psychiatric interventions, and providing supervision, instruction and coaching.

This position is a part time, 10 hour position, working on a flexible schedule, primarily virtual, with 4 hours per month being in-person open office hours within the Federal Heights community. This position has the position to work in person at the Federal Heights Police Department or Reaching HOPE office. This position will have access to an on-call supervisor during all working hours. This role will include responsibility for connecting with residents to provide follow up resources and assist in connecting to needed services. This may also include going on ride-alongs with Law Enforcement or the Co-Responder Clinician in which the Clinician or Law Enforcement will deescalate the situation and if appropriate provide a warm handoff so the resident knows who you are for follow up purposes. This position will also involve connecting with local resources and community centers in order to ensure that the community is aware of this service and familiar with the Co-Responder team. Additionally, this program is currently funded through a research grant, which provides the opportunity to help assess and provide feedback on barriers and success within this role in order to ensure that this program best meets the needs of the community. This position is anticipated to have ongoing support through the city of Federal Heights.

About the involved Agencies:

Federal Heights Police Department:

The mission of the Federal Heights Police Department is to establish and maintain an ongoing partnership with the citizens of the community that promotes, preserves, and delivers a presence of security, safety, and quality services. The police department fulfills this mission with courtesy, integrity, and respect.

Reaching HOPE:

Reaching HOPE is a non-profit in Adams County that provides mental health services to trauma survivors and their families. It is our mission to help individuals heal from trauma by providing a holistic approach to mental health services that address individual, relational and systemic healing, ultimately fortifying the health of communities for generations to come. As a Co-Responder, you will attend and participate in weekly didactics with the entire Reaching HOPE team, and will receive weekly individual supervision.

Population of clients at Reaching HOPE:

- 4% have immigrated to the US
- 49% Latin
- 75% of youth and 25% of adults identify as LGBTQIA+
- 75% experiencing poverty

Population in Federal Heights include approximately:

- 22.2% Immigration rate
- 68.9% Employment Rate
- 61.7% Latin
- 21.2% Poverty Rate

Benefits:

- Flexible working hours and location
- Retirement (3% contribution from RH)
- 4 weeks paid time off in first year of employment, unlimited vacation thereafter
- Training in Co-Responding
- Participation in weekly didactics with Reaching HOPE team available
- Opportunity to grow
- Pay \$33.33/hour + \$1,670 annual Bilingual bonus

Qualifications:

- Ability to fluently speak, read and write in English and Spanish.
- Requires Bachelors degree in related field or equivalent experience
- 6 months or more direct experience working with adults or youth who have experienced mental illness and/or substance use

- Communication, organization, time management skills.
- Comfort learning a new Electronic Medical Health system.
- Comfort using typical computer systems (word/pages, numbers/excel)
- Comfort with Google Suite
- Valid Colorado driver's license with a safe driving record.
- Will need to have own transportation

Essential Functions:

- Respond to referrals from Law Enforcement in order to provide resources appropriate to presenting issues
- Will utilize phone, email, and text to connect with residents
- Collaborate with Co-Responder Clinicians and Law Enforcement
- Provide case management to establish stability and appropriate level of care
- Collect data about patients through interview, case history
- Provide referrals to intensive services and community resources
- Follow up to determine connection to resources
- Maintain close and cooperative relationships with community agencies and other public agencies in carrying out treatment/service plans
- Documents intervention and program activity according to company policies and procedures while maintaining confidentiality of resident records.
- Assist with data collection and satisfaction survey to assess success of program

Physical Requirements:

- Regularly required to: stand, sit, talk, hear, and use hands and fingers to operate a computer and keyboard, and drive a car.
- Specific vision abilities required by this job include close vision requirements due to computer work.

To Apply:

- Please email JoinOurTeam@ReachingHOPE.org:
 - Resume
 - Cover letter
 - 2 letters of recommendation or 2 references