

New Job Posting - Peer Advocate for New Rochelle

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New Rochelle, NY

Peer Advocate - Case Management

CHOICE of NY

Job Description

We're on the search for a modern-day superhero. The one who shows up and is ready for what the day will bring. This position is looking specifically for someone with a mental health illness who is willing to share their story and work with peers. Our ideal teammate will drive success and bring their infectious energy when the clock strikes 9 am. Our mission is to care for our clients, help those in need and direct them to the way of safety.

Are you the Super Client Coordinator that we've been searching for?

How will you impact your clients' lives?

- You'll be using your expertise to help your clients set their mental health goals, for example, getting housing, going back to school, finding a primary care doctor, etc.
- You'll engage in care activities to empower your clients to help them achieve their goals.
- Applying your tech guru skills, you'll collect and enter data into our case management systems, such as Relevant, so we can keep track of clients' progress.
- You'll fight for your clients' rights! As an advocate for your client, you will be the voice on their side in the battles they can not fight alone. Whether it is working with The Department of Social Services to figure out how to handle their rent-arrears or even asking landlords to extend a client's lease.

Purpose of the Role:

Provide critical self-help/peer support for the purpose of preventing hospitalization or re-hospitalization for individuals with serious mental health issues. The program will offer self-help/peer advocacy and support for individuals in OMH licensed residential programs and non-residential programs.

Essential Functions of the Role:

- Set client goals.
- Align care activities with client goals.

- Monitor progress of goals, adjust care needs accordingly.
- Submit reports in a timely and thorough manner as required by the program and the Agency.
- Review assigned caseload with Client Care Supervisor 2 times per month to ensure effective case management (as noted above); make adjustments as needed.
- Acting as an advocate, develop productive and results-oriented relationships with mission-critical persons at outside organizations, such as (but not limited to): Dept. of Social Services, Mental Health Providers, Primary Care Physicians, Probation Officers, Legal Services, District Attorney's Office, etc.
- Using the full capacity of one's ongoing experience and training, demonstrate progressive ability to problem solve, advocate, mediate and handle increasingly complex tasks related to care coordination.
- Do not settle for "because that's the way it has always been done", rather be fearless in the pursuit of excellence and achieving the needed outcomes for our clients and the agency at large.
- Other Health Home clients as assigned, and abiding by all care coordination criteria as required.
- Other tasks as assigned.

Who are we looking for?

We are looking for a *STAR* coordinator!

S - Solution Orientated

We know all cases are different. Not every client's best solution will fall into "the way things have always been done". We want you to be creative and champion new ways of thinking.

T - Tenacious

Tenacity and passion are needed for this work along with the ability to balance objectivity with empathy. We love to help our clients but not every case will be easy. The only true measure of success is positive outcomes for our clients. Each victory, whether big or small, is a victory to be celebrated!

A - Above & Beyond

Each client may bring something different on any given day that may make you step outside of your traditional role. Care Coordinators should be arriving each day with an open mind and be ready to do whatever they can for their clients' best interests.

R - Responsible

We want to trust that you can manage your caseload like your own agency by making proper decisions for clients' but when in doubt always seek help. With this work you are offered a great deal of independence therefore accountability is a must.

What will CHOICE offer you?

- **Based on past experiences you can make \$32,000 - \$35,000 a year, to begin.**
- **Opportunity for 2 bonuses, up to 500 dollars each, within your first year.**
- **A choice of working in three different Westchester locations: White Plains, New Rochelle, and Peekskill.**
- **Medical, dental, vision, and a Flexible Spending Account/Health Reimbursement Account**
- **Paid parking for all employees**
- **Life Insurance at \$50,000 regardless of your position or hours worked.**
- **Long term disability**
- **401K policy with a company match**
- **Tuition reimbursement**
- **Promotions - 85%-90% of our Client Care Supervisors and Program Directors were promoted from within**
- **A new and exciting mentorship program**
- **A hybrid work environment - you'll be working some days in the office and some days in the field. This is done to ensure the safety of our employees and clients due to COVID-19.**
- **A work schedule of Mon-Fri, 9 am - 5 pm**
- **Hands-on experience in the field**

Who we are?

CHOICE is an agency that takes pride in providing case management and advocacy services for our clients with mental health or physical health illnesses. Our resources are always expanding to help as many clients as we can such as our budding Re-Entry Program in the Bronx and our partnerships in Poughkeepsie and Rockland County. We are constantly reinventing ourselves to fit the needs of our clients and our employees.

We offer a friendly and fun work environment with plenty of opportunities to connect with your peers and grow as a mental health professional. We pride ourselves in partnering in

transformation and changing lives.

If you are looking for a meaningful connection, this may be the opportunity for you!

Requirements

- Lived experience (not required)
- Driver's license (required)
- Bachelors Degree (required)

Instructions on how to apply

1. You can apply through our website choiceofny.org
2. You can apply through our indeed posting for peer advocate
3. Send your resume to mculleton@choiceofny.org

Morgan Cusleton

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