



**Mental Health Care Coordinator
November 2021**

RECLAIM increases access to mental health support so queer and trans (LGBTQ+) youth may reclaim their lives from oppression in all its forms. We partner with queer and transgender youth and young adults ages 13-25 who are marginalized because of their gender identity, gender expression and/or sexual orientation. We provide accessible therapy to youth and their families, cultural competency training to practitioners, and community partnerships at the intersection of gender and racial justice.

We are seeking a full-time Mental Health Care Coordinator who is passionate about the mission and values of RECLAIM. We engage clients in holistic healing that addresses as many areas of need as possible. We specialize in supporting youth around sexual orientation and gender identity/expression while recognizing all aspects of identity reclamation. RECLAIM is committed to recruiting candidates with lived experience in BIPOC and/or Trans communities.

RECLAIM is an equal opportunity employer. It is our policy not to discriminate on the basis of race, color, national origin, ancestry, sex, sexual orientation, gender identity or expression, religion, age, citizenship, pregnancy or maternity, disability, work-related injury, veteran status, political ideology, genetic information, marital status, family status, or any other status protected by applicable federal, state, or local law.

Salary Range: \$43,000 - \$46,000
37.5 hour work week, generous PTO, benefits eligible.

Job Summary: Process requests for therapeutic services and assist youth with starting care at RECLAIM. Maintain a working knowledge of local community resources, establish partnerships with community providers, and assist youth in accessing local resources based on individual needs.

Job Expectations:

- Triage requests for RECLAIM's therapeutic services
- Assist youth with intake process as it relates to accessing and starting care
- Gather and input youth demographic, insurance, and other supporting information into EHR system
- Set up youth in electronic health care portal and assist them with navigating telehealth platform
- Work with therapists to connect youth to external community resources (e.g., housing, food, employment) as needed
- Assist youth with applications for insurance and other community benefits
- Receive and process records requests in compliance with HIPAA standards
- Support communication between RECLAIM's therapists and community partners
- Support coordination of youth referrals to other resources
- Conduct outreach to youth who have missed appointments
- Triage crisis calls and questions from youth and/or caregivers
- Maintain a working knowledge and database of community resources for youth and young adults
- Assist in the gathering of outcome data, feedback surveys, and other measures
- Assist admin staff in assessing youth needs related to the receipt of community donations

- Support development staff in gathering youth information relevant to RECLAIM's communication strategies
- Adhere to all state and federal regulations associated with the operation of a mental health clinic
- Complete all training and licensure requirements within identified timeframe
- Adhere to all policies and procedures of organization
- Perform other duties as assigned

Minimum Qualifications to Fulfill Job Responsibilities

Required Qualifications

- Bachelor's degree in social work or a related mental health field
- Knowledge of how to support people around experiences of sexual orientation and gender identity as it intersects with other aspects of identity
- Familiarity with the identities and experiences of the LGBTQ+ community
- Excellent time management, communication, organizational, and problem-solving skills
- Strong initiative and ability to prioritize tasks
- Ability to work both independently and collaboratively
- Familiarity with Microsoft Office, Google Suite, and ability to easily navigate online resources

Preferred Qualifications

- Previous experience in care coordination, care management, and/or case management in a social service agency, hospital emergency department or health care clinic
- A clear commitment to actively work for social and racial justice
- Working knowledge of local community resources for youth and young adults
- Ability to rapidly connect with adolescents and young adults
- Ability to connect with and include caregivers in care process as appropriate
- Experience with electronic health records and/or other online database systems
- Experience with conflict de-escalation and risk assessment
- Familiarity with mental health symptoms and diagnoses
- Valid LSW or LGSW in the State of Minnesota

Level to which this position reports: Clinical Director

To apply, send resume, cover letter, and three professional references to RECLAIM's Clinical Director, Caitlin Baldwin MBA, MSW, LICSW at caitlin@reclaim.care.

Position open until filled. Initial interviews are anticipated to begin early December 2021.