



JOB DESCRIPTION

Position: Community Health Case Manager
Classification: Full-time
Date Updated: September 2026
Reports to: Mental Health Coordinator

Purpose: To provide compassionate intensive case management and care coordination for community members who are experiencing mental health symptoms, substance abuse, and/or homelessness, with a focus on the LGBTQ+ community and those impacted by HIV

Essential Functions:

- Maintain client confidentiality as outlined in the employee Policies and Procedures and HIPPA requirements
- Determine eligibility for access to services
- Support program participants in accessing and navigating resources addressing a wide range of needs related to mental health, housing, substance abuse, healthcare, education, social support, and economic stability
- Discuss suicide risk, severe symptoms of mental health, trauma, and substance abuse without judgement or stigma, and provide support to those in crisis
- Provide care from a trauma-informed perspective that acknowledges the systems and environmental factors at play for each individual
- Support participants with a focus on the use of harm reduction and motivational interviewing to support the participants' self identification and achievement of goals
- Complete initial and routine assessment of client needs and progress to inform action plan
- Connect program participants to direct services in the agency and with community partners, providing warm hand-offs when possible
- Track linkage to services in order to support program participants in achieving goals
- Maintain client records in client data management systems and complete all documentation of services provided within 2 business days
- Complete and routinely reassess individualized action plans
- Maintain and grow knowledge of community resources, trauma-informed care, LGBTQ+ needs and experiences, and HIV/AIDS basics
- Provide monthly summary reports on activities with clients, other providers, and knowledge gained during any training sessions
- Participate in all supervision, departmental, case conference, and staff meetings
- Assist with set up and tear down for agency events, as able; this will occasionally require working additional night and/or weekend hours
- Participate in professional development activities in order to keep current on new developments in the field and to enhance skills
- Attend and participate in community outreach and fundraising events as requested; this will occasionally require working additional night and/or weekend hours
- Provide backup to other staff as needed
- Complete any other tasks as assigned

Relationships:

- Within Organization: The Community Health Case Manager will maintain ongoing communication and case conferencing with the Mental Health team and exchange information, ideas, concerns, and utilize problem-solving techniques.
- Outside Organization: The Community Health Case Manager will maintain ongoing contact with service agencies to coordinate client care; establish and maintain cooperative working relationships with city, county, state and federal agencies and other related groups.

Qualifications:

- Individuals with related lived experience are encouraged to apply. Bachelor's degree in social work or related fields preferred, but similar year over year experience will be considered.
- Strong knowledge of mental health and substance abuse issues and a harm reduction focused approach to supporting those experiencing mental health symptoms or substance abuse
- Basic knowledge of mental health and substance abuse support and recovery systems and services in Palm Beach County
- State certified HIV/AIDS 500/501 trained, or be willing to become certified, with continued updates
- Knowledge of HIV/AIDS, and sensitivity to the needs and realities of people living with HIV
- Trauma informed and understanding of the impacts of social determinants of health
- Excellent critical thinking and problem solving skills
- Strong interpersonal skills and ability to use empathy and active listening
- Ability to communicate and coordinate services with various community partners
- Strong organization, time management, and attention to detail
- Ability to work with a community under stress, and still meet important reporting and filing deadlines
- Proficient in computer applications, including Google and Microsoft suites

Physical and Mobility Requirements:

- Position requires occasional travel in the local area. Must have reliable transportation.
- Ability to be mobile, sit or stand for long periods of time throughout the day.
- Must be able to lift a minimum of 20 pounds at a time.

Expectations: All employees will support the organization's mission, vision, and values by exhibiting the following behaviors: professionalism, excellence and competence, collaboration, innovation, respect individuality of others, commitment to our community, accountability, and ownership of actions and decisions. All employees will demonstrate support of the organization through commitment to policy, safety and security, and compliance. All employees are expected to participate in organization events and support organization program operations.

Non-Discrimination Statement:

Compass does not discriminate against employees or clients on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, marital status, familial status, HIV status or any other characteristic protected by Federal and State law. A non-discrimination clause concerning employment opportunity is incorporated in the Employee Policy and Procedure Manual. Compass will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.