



**Why CARE:** Our mission is to strengthen resiliency in people and their communities through prevention, education, and services that improve the quality of life. To learn more about CARE's programs and services, and employment opportunities, please visit our website [www.careofsem.com](http://www.careofsem.com).

As a premier employer of choice, our goal is to not only provide Recovery Oriented Systems of Care, but to also be a Recovery Oriented Employer that values lived experiences. We are committed to fostering, cultivating and preserving a culture of diversity and inclusion. CARE of Southeastern Michigan offers an exciting and innovative environment with dedicated, caring, and good natured professionals focused on creating healthier lives and communities for the individuals and families in which they serve. We welcome and encourage those from diverse communities, including those with bilingual proficiency to join our dynamic team.

**The Perks of Why Prospective Candidates CARE too:**

- Work Life Balance
- 20.00 Hours Per Week
- Relaxed Dress Code
- 10 Paid Annual Holidays
- Flexible Work Hours (approval required)
- We Value Lived Experience: Special Consideration During The Application Process

**Care Coordinator, Worklife Solutions** (*part-time/20 hours per week*)  
(*hourly pay range: \$17.00 - \$18.04*)

CARE Worklife Solutions has an immediate part-time opening for a detail-oriented, customer service minded individual with a passion for helping employees and their dependents access behavioral health services. The right candidate will be effective in managing reporting responsibilities as well as telephonic clinical work. If you are interested in care management, coordination, telephonic counseling, and employee assistance programming, this position is a good fit for you.

**Duties and Responsibilities:**

- Conducts phone screenings and triage for urgent issues for CARE of SEM's employee assistance program.
- Participates as a clinical team member for the on-call phone rotation.
- Delivers support for behavioral health issues according to best practices and agency policy and procedures.
- Monitors referrals to affiliate providers; including facilitating scheduling of appointments and on-going communication with the person served to ensure good customer service.
- Responsible for the identification of treatment referrals/resources within the community appropriate to meeting the needs of the individuals served.
- Knowledgeable of motivational interviewing, engagement strategies, co-occurring disorders and stages of change.
- Identifies potential treatment & customer service issues and resolves in a timely fashion according to best practices.
- Completes documentation and reports according to agency and funding source timeframes.
- Provides telephonic support and counseling when needed and/or requested.
- Provides emergent and urgent support to callers when needed.
- Communicates with employee assistance company representatives when assigned to by supervisor.
- Ensures assigned paperwork is completed and maintained in accordance with funding source standards.
- Establish and maintain liaison relationships with affiliate providers and contracted WLS service agencies regarding intervention and clinical services.
- Attends assigned meetings as required.
- Ability to adjust hours of work based on the community needs, may include some evening and weekends.
- Knowledgeable of national and local substance use and clinical statistics and demonstrates the ability to apply current trends to service delivery.

**Education:**

- A Master's degree in social work, sociology, psychology, family ecology, consumer/community services, family studies, family and/or child development, guidance/school counseling, counseling psychology, education, public health, human services.
- Experience working with families/adults with substance use disorders or related field.
- Must possess active status, with licensure or certification in accordance to professional field required by that governing body (LMSW, LLMSW, LPC, LLPC, LLP, TLLP, etc.)