

Center for New Americans Job Description

Position Title: Mental Health Specialist
Department: Center for New Americans
Reports To: R&P Coordinator
Date Created: August 1, 2015



Agency Mission

“InterFaith Works, through education, service, and dialogue, affirms the dignity of each person and every faith community, and seeks to build relationships and understanding among us.”

Agency Vision Statement

“InterFaith Works builds bridges of understanding to affirm the dignity of all people in Central New York. Working with the different faith communities and the diversity of the region’s people, we address deeply embedded social divisions. Informed and influenced by the values and ethics of the faith traditions, we work with the community to find common ground on its issues. Using the tools of interfaith and cross-cultural dialogue, we create life-changing experiences that lead to actions for the creation of a more equitable and loving community.”

Overview to the Program Area

InterFaith Works’ Center for New Americans (CNA) has been in operation for almost 30 years, resettling newly arriving refugees from areas of the world where war, conflict, and political repression have forced mass relocation of people across the border of their homeland. Refugees are annually certified by the United Nations, and accepted by the US government, then settled in nearly 200 cities across the county, Syracuse being one of these. The CNA resettlement program provides support for the first 90-days which begins with meeting the refugee/family at the airport, delivering them to a pre-secured, furnished and affordable apartment, providing immediate spending cash, food, and basic safety information. The program then assists the refugee/family to enroll in school to learn English, connect to medical services, and in preparing a comprehensive resettlement plan which many include preparation for and securing employment, and completion of an extended cultural orientation program. Additional Center service programs which extend from three to five years beyond resettlement include ongoing specialized case management, mental health and alcohol recovery services, intensive and long term employment assistance, English as a Second Language and family literacy, immigration and referrals for citizenship services, and for those with specialized needs, emergency assistance and referrals. The InterFaith Works CNA also works to help newly forming ethnic community based organizations establish themselves to support ongoing refugee needs and community connections..

Broad Function

Lead the Mental Health component of a comprehensive Refugee Resettlement program. Responsible for the provision of culturally competent services to adults and families in the Syracuse resettlement community, to include new and recent arrivals from four continents, fifteen countries, and cultures reflecting over twenty languages. This population can include victims of war trauma, survivors of torture, and violence against women, in addition to the mental health challenges common to any population, as well as simple adjustment disorders reflective of the rapid adaptation to United States culture, laws and world of work, required of all arriving populations. General services include pre-arrival case review, brief assessment, triage, escorted referrals, and short term individual, family, and group counseling of self-referred adult clients, as well as those referred by resettlement casework and employment staff and other community agencies.

Major Responsibilities

Case Review: With the Program Director and Special Services Caseworker, review pre-arrival cases to determine initial arrival needs and referrals for clients with Mental Health needs identified prior to arrival. Develop draft treatment plans and identify trained interpreters for the population.

Brief Assessment :Using the Hopkins -25, the Refugee Health Screening-15, or other tools and methods approved by the Program Director, assess the Mental Health status of referred and self-referred clients to determine need for emergency services, medications consultations, referrals to ongoing treatment providers and a preliminary plan of care for in house services. Assessments must include family and ethnic community resources and challenges.

Triage and Escorted Referral: Make immediate referrals, as necessary to emergency services, and other community providers. Develop safety plans with clients, and, as appropriate, family and community members, as well as community

providers, for high risk clients. Accompany each client with language and safety issues to CPEP and to other providers, and remain involved in that process, as requested by the provider. When requested, accompany clients to MH related court appointments.

Short Term Individual, Family, and Ethnic Group Counseling: Provide interim supportive counseling services to individuals and families until appropriate referrals are in place, or as an adjunct to care provided by others when in the treatment plan. Provide short term counseling to adjustment disorder cases, and follow-up care to a caseload not to exceed 20 active cases at any time. Continue ethnic women's group co-counseling with the LCSW provider at the SCSD Refugee Assistance Program.

International Recovery Group: Provide support for recovery group made up of individuals with known alcohol abuse issues, and offer referral and assistance in a strength-based, multi-cultural, multi-lingual setting.

Interagency Relationships: Maintain and establish new relationships, as required with other community Mental Health providers and referral sources, Domestic Violence Agencies, local law enforcement and jail personnel. Advocate for the provision of Cognitive-Behavioral interventions with the use of trained interpreters, and assure that qualified interpreters are referred to those providers, when requested. Acquaint the referral sources with the ICE line available through the CNA.

Trained Interpreters and Community Volunteers: Assure that trained interpreters exist for each ethnic language group served by the agency. Meet at least quarterly with the existing MH interpreters for in-service review and assessment of needed replacements. When new languages for interpreters are required, coordinate this training through the CNA Interpretation Coordinator. Meet with existing community peer helpers, at least quarterly, and support them in adding new cultural groups, as needed.

Documentation and Supervision: Maintain a confidential case file on each client and case note all encounters. In addition, make very generic entries, as directed into the client resettlement master file, medical section, as directed. Meet monthly, or more often, if needed, with the Program Director, for case supervision. Initiate relevant case staffing or join them, as requested. Track and report on all necessary data for semi-annual reporting requirements, and for other intra-agency reports, as requested.

Qualifications

Candidate must possess a Master's Degree and be licensed or have license-eligible status as an LMHC, LCSW, LMFT, or LCP; be bi-lingual in at least one language or demonstrate strong training/experience in culturally competent service provision; be well versed in strength-based, Cognitive-Behavioral, and Family Systems methods and be comfortable with working in concert with an interpreter for the majority of patient encounters. Experience in the provision of individual, family, and group counseling is essential. Strong candidates will be comfortable with providing care in home and community settings as well as traditional settings, have excellent ability to work independently as well as with a treatment team comprised of other MH providers, caseworkers, clients, and family members; be effective at assessing safety, managing boundaries, and good self-care in a trauma based setting. Excellent communication and computer skills, and appreciation of community and volunteer partners are considered to be essential.

Supplemental Information about the Position:

Full time position, with flexibility to work evenings and weekends, as necessary, and the ability to respond to ICE calls from on-call staff, as needed.

Send cover letter and resume to:

Human Resources Administrator
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