



Job Description

Job Title:	Behavioral Health Case Manager
Department:	Behavioral Health Program
Reports to:	Behavioral Health Clinical Supervisor
FLSA Status:	Non-Exempt/Full-Time
Revision Date:	9/21/2026
Starting Wage:	DOE, \$30/hour

GENERAL POSITION SUMMARY

Under the direction and supervision of the Behavioral Health Manager, the Behavioral Health Case Manager supports children, parents, caregivers, and families in accessing and engaging in behavioral health services through RCPC's Behavioral Health Program. The Case Manager provides care coordination, resource navigation, service planning, client support, and follow-up to reduce barriers to behavioral health care and promote continuity of services.

The Case Manager works collaboratively with Behavioral Health Clinicians, RCPC programs, community providers, schools, tribal organizations, child welfare agencies, health care providers, and other community partners. Services may be provided in the Fairbanks office, through telehealth-supported care coordination, and in rural communities throughout Interior Alaska and the North Slope. The Case Manager will utilize a trauma-informed, family-centered, strengths-based, and culturally responsive approach when working with clients and families.

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Responsibilities:

- Provide case management and care coordination services to children, parents, caregivers, and families receiving behavioral health services.
- Complete comprehensive needs assessments and identify barriers that may affect a client's ability to access or participate in behavioral health treatment.
- Develop individualized service plans in collaboration with clients, families, and the behavioral health treatment team.
- Assist clients and families in identifying and accessing appropriate community, health, behavioral health, social service, educational, and other resources.
- Coordinate referrals and facilitate connections to behavioral health providers, primary care, specialty care, substance use services, housing resources, transportation assistance, financial resources, and other community supports as appropriate.
- Work collaboratively with Behavioral Health Clinicians to support treatment engagement, continuity of care, and progress toward identified goals.
- Provide follow-up with clients and families to assess engagement in services, address



barriers, and support successful completion of referrals.

- Support families in navigating complex health, behavioral health, child welfare, and social service systems.
- Provide culturally responsive and trauma-informed support to children and families, with particular attention to the unique needs and circumstances of rural and Alaska Native communities.
- Assist with coordination of behavioral health services delivered through in-person, telehealth, and rural community-based models.
- Participate in rural outreach and, as needed, travel to rural communities to assist with care coordination, resource navigation, and engagement in behavioral health services.
- Coordinate with tribal organizations, schools, health care providers, child welfare agencies, community-based organizations, and other partners, with appropriate releases of information and client consent.
- Participate in multidisciplinary team meetings, case consultations, community meetings, and other collaborative activities as assigned.
- Assist clients with completing applications, referrals, releases of information, and other documentation necessary to access services.
- Support clients in identifying and addressing practical barriers to treatment, including transportation, technology access, scheduling, communication, and connection to community resources.
- Assist Behavioral Health staff with outreach, education, and engagement activities related to behavioral health, trauma, family well-being, and available community resources.
- Maintain accurate and timely client records, including service plans, progress notes, referrals, releases of information, case contacts, and other required documentation.
- Collect and maintain program data related to client participation, referrals, service connections, outcomes, and identified barriers to care.
- Participate in ongoing training, supervision, case consultation, and professional development related to behavioral health, trauma-informed care, cultural responsiveness, and care coordination.
- Maintain strict confidentiality and comply with HIPAA, RCPC policies and procedures, and other applicable confidentiality requirements.
- Other duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Knowledge of child abuse and neglect, family dynamics, and child protective services;
- Ability to communicate directly and respectfully. Excellent oral and written communication skills;



- Knowledge of Microsoft Office products and telephone protocol;
- Ability to learn, understand and respect the roles of partner agencies, organizations, and individuals;
- Detail oriented with a high level of accuracy; motivated and willing to take initiative;
- Team oriented;
- Maintain strict confidentiality;
- Excellent Interpersonal Skills;
- Dependable, consistent and accountable;
- Skills in working with diverse populations;
- Experience and/or desire to work in a non-profit environment and with families and children.

MINIMUM EDUCATION/EXPERIENCE

- Bachelor's degree in behavioral sciences, such as psychology, sociology, social work, human services, child development, or a related field.
- Minimum of three years of experience in human services, behavioral health, case management, care coordination, or a related field.
- Working knowledge of child and family development, family systems, trauma-informed care, and the impact of child abuse and neglect on children and families.
- Knowledge of behavioral health and community-based service systems, including the ability to assist families in navigating and accessing appropriate resources.
- Experience working with children, parents, caregivers, and families from diverse backgrounds.
- Experience working with community partners and multidisciplinary teams; experience working with rural, remote, or underserved communities preferred.
- Ability and willingness to obtain training in evidence-informed or evidence-based approaches relevant to family support, behavioral health, and care coordination within six months of hire.
- Proven knowledge of basic computer skills, electronic documentation systems, Microsoft Office products, and office equipment.
- Valid Alaska driver's license and ability to safely operate an agency vehicle.

PHYSICAL DEMANDS

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged sitting or standing for long periods of time;
- Frequent walking;
- Frequent bending, stooping, reaching, pushing and pulling;
- Occasionally will lift up to 20 pounds;
- Normal vision range;
- Frequent rapid mental/hand/eye coordination and manual dexterity.
- Ability to travel by vehicle or unpressurized aircraft to provide services and support in rural communities, as needed.