



CITY OF ANN ARBOR, MICHIGAN
POSITION DESCRIPTION

Supportive Connections Program – Case
Manager - Outreach

Job Code: 000620	
Service Area: City Administrator	
Service Unit: City Administrator	
Salary Grade (Non-Union): 6	Pay Scale (Union): N/A CP: No
Exemption Status: Non-Exempt	
Accountable To: Supportive Connections Program Director	
Union/Non-Union: Non-Union	
Union Name: N/A	
Essential Driver: Yes	
Telecommuting Eligible: Hybrid	
Responsible for supervising the following positions: N/A	
Description Prepared By Jonathan Laye 11/2024 HR Review – CW, EAJ 12/2024; Comp Study grade update 7/13/2025 Legal Review of physical requirements – MR 6/7/2022	

Date Position Description Finalized

7/13/2025

Role Summary

Supportive Connections is a social support program, developed to meet the needs of individuals in the community who are experiencing crisis in their current lives. Supportive Connections works to deflect individuals away from the criminal justice system through prevention and intervention practices, using community referrals along with person-centered and harm reduction methods.

The Outreach Case Manager will provide short-term support to clients and referrals to services with particular emphasis on trauma-informed and person-centered interventions sensitive to race, class, gender, sexual orientation, and neighborhood context. The Outreach Case Manager will provide “second response” follow-up to individuals who experienced crises, and others potentially affected by that crisis, to assess if and how further support might be extended.

The Outreach Case Managers work in a two person team providing follow up to individuals who have had contact with first responder and law enforcement after a crisis or community referral. The Outreach team will work with local community agencies and caseworkers to provide individualized needed services for each participant. The Outreach team will help vulnerable community members address root issues that could lead or have led to involvement in the justice system in the past. The primary goal for the Outreach team is to connect individuals to services they want or need within 30 days or refer them to the Supportive Connections Program Director and Clinical Case Manager for ongoing services and support.

The position requires experience in clinical assessments and knowledge of local community resources relating to housing, health, and social services.

Duties

Duties are performed under the general supervision of the Supportive Connections Program Director or designee and may include the following:

Essential Duties

- Respond to referrals from First Responders and Community sources related to behavioral and mental health, substance use, Intellectual Developmental Disability crises, and quality of life concerns using, people-centered and trauma-informed crisis intervention strategies.
- Provide “second response” follow-up to individuals who experienced crises, and others potentially affected by that crisis, to assess if and how further support might be extended.
- Screen and assess individuals experiencing behavioral and mental health, substance use, Intellectual Developmental Disability, and quality of life related calls crises.
- Work closely with team members to de-escalate crisis situations and provide therapeutic interventions to individuals experiencing crisis.
- Develop individual care plans that identify the needs and barriers to treatment for individuals experiencing crisis and draw on the knowledge and insights of other team members.
- Manage an active caseload, ensuring opportunities for engagement are being shared and facilitated with participants.
- Interacts regularly in in-person, virtual, and off-site meetings with participants. Required to drive to off-site locations where public transportation is not available.
- Ensure participants are provided with people-centered and trauma-informed crisis intervention strategies related to mental health, behavioral health, and substance abuse crises.
- Collaborate closely with staff and partners to continually improve multiple crisis response pilot programs that hold racial equity, harm reduction, and human dignity as core principles.
- Work closely with the Supportive Connections Program Director to ensure high quality delivery of crisis response services.
- Provide clinical consultation and guidance as needed for complex encounters or cases.
- Take part in initial and ongoing training for infield responders, at times tailored to specific need areas of responders.
- Maintain standards around and fully comply with federal, state, local, and departmental policies on documentation and records related to supervision, client care, and monitoring.
- Contribute to strategic planning activities and conversations regarding the performance and direction of the department, particularly in regard to crisis response and departmental culture.
- Performs other duties as assigned by the Supportive Connections Program Director

Knowledge of: (position requirements at entry)

- Substance abuse practices
- Harm Reduction practices
- Interviewing and assessment skills
- Referral practices

- Case management in social services field
- Ability to work independently and to set priorities to accomplish deadlines

Skills and Ability to:(position requirements at entry)

- Ability to complete all continuing education credits, as required by the State of Michigan when applicable to maintain certifications
- Ability to comprehend and follow oral and written instructions
- Communicate clearly and concisely, both orally and in writing
- Exercise sound, independent judgment within City guidelines and legal parameters
- Establish and maintain effective working relationships with all levels of employees, management, and the public
- Work independently with minimal supervision
- Work effectively under pressure and complete assigned work within tight deadlines
- Excellent time management and an ability to delegate as necessary to support staff
- Prioritize responsibilities and be able to quickly readjust priorities
- Work cooperatively and maintain composure with a variety of people with difficult circumstances
- Intermediate skills in Microsoft Office, including creating documents in Microsoft Word and PowerPoint
- Advanced skills working in a team environment.
- Interact calmly and respectfully
- Ability to work in an organized manner
- Sound judgment within established procedural guidelines
- Computer literate, including ability to use Microsoft Office Suite

Equipment

Computer and software applications, copier, telephone, calculator and other miscellaneous office equipment.

Education, Training and Experience (position requirements at entry)

Required:

- Master's degree or equivalent from an accredited college or university in Social Work, Counseling, Psychology, or a related human service discipline
- 1 year of experience in field work
- Ability to pass rigorous background and reference check, including testing and all requirements relating to LEIN (Law Enforcement Information Network) security awareness training.
- Licensed or provisionally licensed for independent practice within any of the following areas or a certified peersupport specialist or EMT:
 - Licensed or Provisionally Licensed Master Social Worker – Clinical or Macro (LMSW-Clinical/Macro)
 - Licensed or Provisionally Licensed Professional Counselor (LPC)
 - Licensed as a Certified Advanced Alcohol and Drug Counselor (CAADC)
- The City of Ann Arbor will consider an alternative combination of education and experience.

Preferred:

- Two or more years of crisis response experience.
- Experience working with Peer Support Specialists or other individuals with lived experience with behavioral and mental health, substance use, and/or Intellectual Developmental Disability crises.
- Significant experience in crisis response, jail re-entry, ACT, Wraparound, or similar services
- Prior experience in outreach/engagement to populations experiencing frequent behavioral and mental health, substance use, and/or Intellectual Developmental Disability crises.
- Strong knowledge and experience with service delivery documentation (including counseling/treatment planning), HIPAA/Confidentiality standards, utilization review, and data management.
- Familiarity with Washtenaw County health systems and community resources/services for physical health behavioral and mental health, substance use, Intellectual Developmental Disability, family dynamics, sexual/physical abuse, Veterans' Services, vocational rehabilitation, housing, justice involvement, and other services.
- Advanced collaboration and interpersonal skills with the ability to build consensus and promote the exchange of information among team members and partners
- Experience in program development, administration, and policy development.

Licensing Requirements (position requirements at entry):

- Valid Driver's License
- Ability to attain LMSW – Clinical licensure within one (1) year of hire

Physical Requirements

Positions in this class typically require: driving, reaching, lifting, grasping and repetitive motions.

Individual must be able to either hear, talk, or see. The ability to safely operate a motor vehicle, as incumbent will be required to travel throughout the City of Ann Arbor as necessary.

Move and lift light objects less than 20 lbs. such as mail, files, and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.