



Position: Direct Support Staff

Location: Casa Milagro, 49 Camino Bajo, Santa Fe, NM 87508

Job Type: Non-exempt (hourly), Fulltime Saturday-Wednesday 3:45 pm – 10:15 pm

Pay/Benefits: \$17 - \$21 per hour, DOE.

Reports To: Director Of Operations or Executive Director

Overview: Casa Milagro is committed to providing a safe, supportive, and uplifting environment that fosters the recovery, growth, and thriving of formerly homeless individuals living with disabling mental health conditions. We offer permanent supportive housing, care coordination, and a community-based program that ensures a consistent and caring presence. As a Direct Support Staff, you will play a vital role in our residents' day-to-day support and long-term sustainable recovery.

Key Responsibilities

Case Management:

- Conduct assessments annually to evaluate and address service needs.
- Provide ongoing case management on a weekly basis.
- Assist in addressing food-related needs to promote sustainable living habits.
- Deliver tailored life skills training according to individual resident needs.

Community and Support Services:

- Provide transportation for residents as needed using the company van.
- Encourage and assist in resident participation in daily work and program activities.
- Send out referrals for essential services like education, job training, housing assistance, mental health, and outpatient health services.

Medication Management:

- Oversee the administration of medications, maintaining meticulous records in the Medication Administration Record (MAR).
- Support residents in maintaining basic healthcare needs and liaise with medical providers.

- Oversee medication ordering and keep records anticipating when medication needs to be refilled. Log medications when received from the pharmacy.

Crisis Management and Advocacy:

- Offer crisis management and mediate conflicts when necessary.
- Advocate with various stakeholders including doctors, psychiatrists, and insurance companies to ensure resident needs are met.

Administrative Duties:

- Manage necessary operational software such as Foothold (HMIS), Unite Us, and electronic health records.
- Maintain resident information files and ensure compliance with confidentiality standards.

Qualifications

- Proven ability to listen and communicate effectively, with a trauma-informed approach.
- Experience in case management or related field preferred.
- Excellent organizational skills and attention to detail, especially in managing medication administration records.
- Team-oriented with a strong desire to assist in the recovery and well-being of others.
- Proficiency in Microsoft 365 and other relevant software.
- CPSW/CSW certification is advantageous, particularly for those with lived experience in mental health or substance use recovery.

Casa Milagro Commitment:

We strive to maintain an environment that honors dignity, encourages recovery, and respects the diversity and potential of all our residents. Our staff are crucial in realizing this vision, bringing compassion and dedication to their roles.

Casa Milagro provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.