



Mental Health Assessment & Care Navigator

Join a Movement for Culturally-Centered Healing

Sista Afya Community Care (SACC) is transforming mental wellness for women and girls by providing affirming, culturally-responsive, community-rooted care. Through our Thrive in Therapy program, we support clients navigating trauma, life transitions, emotional wellness challenges, and complex systemic barriers.

We are seeking an experienced behavioral health Care Coordinator who brings strong clinical assessment skills, demonstrated case management expertise, and a deep commitment to culturally grounded mental health care.

This role is ideal for someone who has 3+ years of hands-on experience conducting mental health intake assessments, managing a client caseload, providing resource navigation, and supporting clients with layered psychosocial needs.

As the first point of contact for many of our clients, you will ensure each person is welcomed into care with compassion, professionalism, cultural humility, and clinical expertise.

Key Responsibilities (What You'll Do)

Intake, Assessment & Clinical Screening

- Conduct comprehensive biopsychosocial and mental health intake assessments (including IM+CANS) for all incoming clients with Medicaid.
- Utilize standardized clinical tools to determine appropriate level of care and treatment recommendations.
- Assess social determinants of health, risk factors, barriers to engagement, and safety concerns.
- Conduct safety and suicide risk assessments and implement appropriate escalation protocols.
- Provide trauma-informed, culturally responsive interactions throughout the intake process.

Care Coordination & Case Management

- Maintain an active caseload of 10-15 clients weekly, providing ongoing care coordination and structured follow-up.
- Develop individualized care plans tied to treatment goals, clinical recommendations, and resource needs.



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- Coordinate with therapists, psychiatrists, other care providers, and community-based partners to ensure continuity of care.
- Support clients with accessing community resources including housing, benefits, employment assistance, food security programs, and legal supports.
- Provide warm handoffs, track client engagement, and intervene early when lapses in care occur.
- Offer crisis support and assistance with emergency referrals when needed.
- Monitor client progress and adjust care plans in partnership with the clinical team.

Documentation, Compliance & Collaboration

- Complete timely, accurate, clinically appropriate documentation in the EHR system.
- Track client outcomes and contribute to program evaluation and quality improvement initiatives.
- Participate in team meetings, case consultations, and clinical supervision.
- Communicate effectively with therapists, case managers, and peer supporters to support coordinated care.
- Maintain up-to-date knowledge of Chicago area mental health and community resource networks.

Who You Are (Qualifications)

Required

- **Bachelor's degree** in Social Work, Psychology, Human Services, or related behavioral health field.
- **Minimum 3 years of experience** in mental health intake assessments and case management, preferably in community mental health, nonprofit behavioral health, healthcare, or crisis response settings.
- Strong working knowledge of mental health diagnoses, trauma-informed care, recovery models, and culturally responsive practice.
- Demonstrated experience assessing risk, determining clinical needs, and navigating clients to appropriate levels of care.
- Excellent organizational, time management, and prioritization skills with the ability to manage a steady volume of intakes and follow-ups.
- Ability to build rapport quickly with clients who may be anxious, ambivalent, or experiencing acute distress.
- Ability to work a minimum of once a week in-person in Bronzeville and a minimum of two evenings per week.
- Reliable transportation for community-based responsibilities.



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Preferred

- IM+CANS Certification
- Experience working with Medicaid/Managed Care organizations (MCOs)
- Experience supporting individuals experiencing trauma, housing instability, or systemic barriers
- Familiarity with Chicago's mental health, social service, and safety net ecosystems

Why You'll Love Working With Us

- Mission-Driven Impact: You'll be the first point of connection in a healing journey grounded in culture, affirmation, and community care.
- Hybrid Flexibility: 60% remote / 40% in-person.
- Competitive Pay: \$27–\$29/hour based on experience.
- Professional Development: \$250 annual training stipend plus ongoing clinical development opportunities.
- Robust Benefits: Medical, dental, and vision with employer contribution; PTO and sick days included.
- PSLF Eligible: Employment qualifies under Public Service Loan Forgiveness.
- Supportive Culture: Work alongside a collaborative team of therapists, case managers, and peer supporters committed to holistic, community-centered wellness.

Who Thrives in This Role

This position is ideal for someone who:

- Has strong clinical intuition and excels at gathering and synthesizing complex client information.
- Brings empathy, cultural responsiveness, and professionalism to client interactions.
- Enjoys a balance of direct client care, administrative work, and cross-team collaboration.
- Navigates systems with confidence and helps clients feel empowered within them.

How to Apply

Submit your resume and cover letter detailing your intake, assessment, and case management experience to hr@sistaafya.com by December 20, 2025.

Work Location: Hybrid – Chicago, IL (Bronzeville)



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Job Type: Full-time (30–35 hours/week)