



Job Posting

Job Posting: *Manager, Behavioral Health Navigation*

Organization: Towards Employment

Location: Cleveland, OH

Position Type: Full-time; Monday-Friday 8:00-4:30pm

Salary Range: \$63,000-\$65,000

About Towards Employment

Founded in 1976, Towards Employment (TE) is a non-profit leader in providing innovative solutions to move people out of poverty, into quality jobs and along a career pathway. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 74 and an \$8 million annual budget. Towards Employment offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers.

TE offers a competitive benefits package, including paid parental leave, employer-subsidized medical, prescription, vision, and dental insurance; matching traditional and Roth 401(k); and company-provided life and disability insurance. Employees can also opt for voluntary benefits like HSA/FSA savings accounts, accident, critical illness, hospital indemnity, and dependent life insurance. Additional perks include paid vacation, 10 sick days, 13 paid holidays, and time off between Christmas Eve and New Year's Eve.

Job Summary

Pathway to Wellness@Work at Towards Employment (TE) is a person-centered, trauma-informed initiative designed to provide participants with essential behavioral health support. Building on TE's nationally recognized workforce model, this program focuses on addressing the social-emotional impacts of systemic racism, violence, substance abuse, and poverty-induced stress.

At the heart of this initiative is the Manager, Behavioral Health Navigation (BHN Manager). This role collaborates with TE case managers and coaches to develop processes and protocols that promote mental well-being and support sobriety when applicable, throughout participants' career pathways.

The BHN Manager will also establish partnerships with behavioral health providers to ensure participants have timely access to interventions and supports. In addition to providing some direct services, such as facilitating peer support sessions and assisting with individual plans, the BHN Manager will act as an internal advisor on trauma-informed care and proactive de-escalation techniques, fostering a safe and supportive environment for learning and work.

Essential Job Functions

The performance of the duties outlined below must be carried out within the mission of Towards Employment; We Champion the potential of every person to succeed in a rewarding career, while working to create an equitable and inclusive workforce for tomorrow.

Direct Support to trainees and new workers:

- Develop and implement processes and protocols to help participants and graduates maintain optimal mental health. Provide consultation to case managers, career coaches, and trainers on addressing behavioral health challenges at any stage of the career pathway.

- Build strong community partnerships to ensure participants have timely access to services, including negotiating priority scheduling, discounted rates, or other initiatives that improve service accessibility
- Advocate for participants to ensure they receive all eligible services and support from community agencies.
- Provide additional interventions as needed to promote wellness, recovery, and successful community integration.
- Facilitate weekly onsite group support sessions to help participants build skills for coping and work-life balance, offering positive reinforcement through motivational discussions and peer support.
- Ensure thorough documentation of service encounters, provider interactions, activities, interventions, and participant demographic data for project improvement and evaluation

Strengthen TE capacity to deliver trauma informed care throughout the full career pathway:

- Provide guidance to TE's Management and Safety Team on embedding trauma-informed approaches across the organization, including staff training on proactive prevention and de-escalation techniques.
 - Assist team members in managing onsite participant situations that require de-escalation.
 - Consult with staff addressing external crises involving participants at training, work, or employment sites.
- Assist with the implementation of new tools to measure participant well-being
- Partner with HR to recommend strategies for promoting staff wellness.

Minimum Requirements

- An LSW with a minimum of 3 years of experience is preferred. However, candidates with at least 5 years of relevant experience providing behavioral health assistance, coaching, and support to adults facing complex challenges (such as trauma, homelessness, criminal justice system involvement, poverty, isolation, and unmet physical health needs) will also be considered.
- Knowledge of evidence-based trauma informed care response models required for application in program, service delivery to participants, and support of staff.
- Knowledge of public entitlement and other programs including but not limited to health insurance - Medicaid, Medicare, 3rd party insurance, food assistance, childcare assistance
- Ability to lead as an individual contributor, to create new organizational processes and support organizational change.
- Excellent written and verbal communication skills and attention to detail, strong organizational, time management and problem-solving skills.
- Commitment to Towards Employment mission and values.
- Experience with electronic case management tracking systems (databases).
- Reliable transportation for travel to community partners, other TE sites, and meetings. This position is 80% office-based (1 day/week work from home if desired).

Success in this position also requires:

- **Continuous Improvement** – Committed to learning, development, assessment, and measurement to continuously improve.
- **Coaching Capacity** – Ability to provide guidance and to support the advancement of others.
- **Team Builder** – Leads others through collaboration, influence, and coaching.
- **Social Justice Advocate** – Passionate about promoting racial equity and inclusion at personal, organizational and systems level.

Preferred Qualifications

- Bilingual – Spanish.