



Position Description

Community Resources Guide

Who We Are

firsthand is changing the way individuals living with Serious Mental Illness (SMI) get care. We are focusing on delivering real outcomes for a cohort that has historically been underserved, stigmatized, and deprioritized. By building a service focused on whole-person care, **firsthand** aims to find, establish a trusting relationship with, and support quality care for individuals living with complex experiences of SMI. **firsthand's** high-touch model will dramatically improve the health and outcomes of its engaged individuals, driving down the utilization of high-cost care while also helping individuals enroll in eligible federal, state, and municipal benefits. Most importantly, our goal is to be the trusted guide, partner, and first call for individuals we serve, guiding them to a life of stability and independence.

In doing so, we will not only improve lives, but also improve the economics for managed care plans and states responsible for providing care to this community. This enables us to build solutions that scale and, as a result, change the way our society supports those most impacted by serious mental illness.

We are building a team of deeply passionate problem-solvers who are courageous enough to take on one of the country's most challenging healthcare problems. Those who are up for the task will be rewarded with deeply mission-oriented workdays, mentorship from a similarly motivated team, and a voice at the table in the earliest stages of business building.

Community Resources Guide

The Community Resources Guide (CRG) is responsible for linking newly engaged individuals with serious mental illness to community-based supportive services in order to address social determinants of health and support their overall wellness. The CRG will do this by working with peer recovery specialists (**firsthand** Guides) to empower individuals to identify and achieve their own recovery goals. Supportive services may include rental/utility assistance, access to food or pantries, Social Security benefits, primary care, or community behavioral health services.

The CRG must be able to work in the community, meeting individuals where they are, and be comfortable working in non-traditional settings and unstructured environments. Experience assisting individuals with Social Security benefits enrollment, including SSI/SSDI Outreach, Access, and Recovery (SOAR) certification, is highly preferred.

Job Specifics

As Community Resources Guide, you will:

- Perform social and behavioral health assessments to support individuals living with serious mental illness in identifying barriers to wellness.
- Build personalized initial care plans to address social needs.
- Link individuals to community-based resources and supportive services including SSA benefits, community programs, housing, food, etc.
- Complete interviews with individuals, gather medical records, and other information to complete SSI/SSDI applications.
- Engage in care coordination as part of a multidisciplinary team of peers, social workers, and clinicians to assist individuals in accessing appropriate services and support.
- Assist in outreach and engagement efforts led by firsthand Guides, which may include visiting homes and communities, local homeless shelters and drop-in centers, hospitals, and emergency departments.
- Address transportation barriers by assisting in accessing transportation benefits, navigating public transportation, and providing transportation as needed.
- Provide direct assistance, when appropriate, when individuals are facing challenging situations, and triage to appropriate additional interventions.
- Utilize clinical documentation and records to measure progress of an individual's care plan and improvement in outcomes.

You will be a good fit if you have:

- Empathy, compassion, and approachability
- Excellent listening, communication, and interpersonal skills
- Desire to help people in need and support their path to wellness
- Clinical knowledge, inclusive of SMI, substance use, and physical health conditions
- Comfort working as part of a multidisciplinary team, and enjoy mixed roles and duties - this is a mix of direct service, teaching, and care management
- Cultural humility, knowledge of trauma informed care, and social determinants of health
- Familiarity with local resources and community programs
- Strong organizational skills, attention to detail, and writing skills
- Ability to prioritize multiple tasks and meet deadlines
- Ability to maintain professional boundaries and engagement skills with a population with challenges and in non-traditional work conditions
- Proficiency with Microsoft Office Suite
- Driver's license, insurable under **firsthand** coverage required (company vehicle may be provided)

The experience you bring to this role includes:

Required:

- Experience serving those with complex medical conditions, and preferably SMI and/or SUD
- Educational background or experience with mental and/or substance use disorders.
- Bachelor's degree in social work, psychology, or related human services field; MSW or LCSW (preferred)

Preferred:

- SOAR certification
- Lived experience with SMI and/or SUD
- Prior experience performing direct in-person outreach and engaging individuals with SMI
- Trained in motivational interviewing, recovery-oriented services, and trauma-informed care

firsthand Benefits

firsthand is building a workplace and culture that cares deeply for our team and our communities. Our benefit design is in line with our values of compassion and empathy:

- A range of healthcare benefits offerings for yourself and/or your family
- 401(k) with employer matching program
- Competitive and flexible paid time off policies
- Choice of Mac or PC for laptop or tablet as needed
- Additional benefits and perks as detailed in JustWorks

firsthand's Values-Driven Culture



Trust & Transparency - We won't be able to solve all problems / conditions, we may not always succeed in what we set out to do for individuals with serious mental illness. We won't make false promises, but we will do all that it takes to help individuals seeking better care, improving the circumstances they are living with, and achieving their personal goals.



Care, Compassion, & Empathy - We understand that individuals with serious mental illness will have unique life journeys, circumstances they are dealing with, and needs. We will not judge individuals for the challenges they are facing or decisions they have made in the past. We will not view them transactionally - as problems to solve or dollars to be made. We will meet individuals where they are to the best of our ability.



Honesty & Integrity - We - including our employees, partners, and investors - will always act with integrity when it comes to our professional behavior, interactions with individuals, and ethics. Our actions, communications, and decision-making will be driven by the best interests of individuals with serious mental illness. Likewise, we will not put our employees or individuals we serve in uncomfortable situations.



Humility – We are humbled that individuals we serve choose to partner with us with the goal of improving their care outcomes and quality of life. We will not label individuals by their medical diagnoses or personal challenges. First and foremost, individuals with serious mental illness are humans with whom we share hope.

To Apply

Please send your resume to talent@firsthandcares.com and let us know why you should be considered to join the firsthand team.

firsthand is an Equal Employment Opportunity employer. All qualified applicants/employees will receive consideration for employment without regard to that individual's age, race, color, religion or creed, national origin or ancestry, sex, sexual orientation, gender, gender identity, pregnancy, physical or mental disability, veteran status, genetic information, ethnicity, citizenship, or any other characteristic protected by law.