



Carlsbad LifeHouse is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

JOB TITLE: Mobile Crisis Responder

Position Summary

As a vital member of our Community Response Team, you will provide immediate, community-based support to individuals and families experiencing behavioral health and substance use emergencies throughout our service area.

Key Responsibilities

- Respond promptly to mobile crisis calls and emergency situations, working alongside other emergency responders.
- Conduct comprehensive assessments of individuals in crisis, utilizing de-escalation techniques and crisis intervention strategies.
- Collaborate with the 988 Suicide & Crisis Lifeline, local first responders, and healthcare providers to ensure coordinated care.
- Provide post-crisis support, including follow-up for individuals recovering from non-fatal overdoses and their families.
- Offer brief interventions and support in various settings, including emergency rooms and community locations.
- Maintain accurate and timely documentation of all crisis interventions and follow-up activities.
- Participate in ongoing training and professional development to stay current with best practices in crisis intervention.
- Contribute to community education efforts on mental health awareness and crisis prevention.

Position Requirements

Minimum Qualifications:

- Must hold one of the following certifications or licenses, with active and unrestricted status:
 - Independently or Non-Independently Licensed Mental Health Therapist (i.e., LMSW, LCSW, LMHC, LPCC, LSAA, LADAC, CADAC, LAMFT, LMFT, LPAT)
 - Certified Peer Support Worker (CPSW), Certified Family Peer Support Worker (CFPSW), Certified Youth Peer Support Worker (CYPSW)

- All CPSWs, CFPSWs, and CYPSWs must also be or become certified as a Comprehensive Community Support Services (CCSS) provider.

- Community Support Worker (CSW)
 - Community Health Worker (CHW) or Community Health Representative
 - Certified Prevention Specialist
 - Registered Nurse (RN) or Licensed Practical Nurse (LPN)
 - Emergency Medical Service provider or Emergency Medical Technician (EMT-B, EMT-I, EMT-P)
 - Non-independently licensed behavioral health professional (master's level social work or counseling interns)
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- Strong understanding of crisis intervention, de-escalation techniques, and trauma-informed care
 - Excellent communication and interpersonal skills, with the ability to build rapport quickly
 - Knowledgeable about trauma-informed and trauma-responsive practices, client-centered care, and recovery-oriented principles.
 - Demonstrated cultural competency and commitment to serving diverse populations
 - Ability to work effectively in a fast-paced, teamwork-centered, high-stress environment
 - Valid New Mexico driver's license and reliable transportation
 - Flexibility to work various 12-hour shifts, including evenings, weekends, and holidays

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Duties may be added, deleted, or modified at any time, with or without notice, at the employer's discretion.

Employee Acknowledgment

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Employee Name (Printed): _____

Employee Signature: _____ **Date:** _____

LIFEHOUSE

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JOB TITLE: Primary Care Screener

Position Summary

The Primary Care Screener provides direct care to individuals receiving care in the outpatient clinic. Reporting to the Provider and Director of Nursing, this position conducts health screenings for clients and employees, explains screening procedures, and ensures client understanding and comfort with the process. The Primary Care Screener plays a key role in delivering trauma-informed, patient-centered care with emphasis on emotional and psychosocial needs.

Key Responsibilities

Patient Assessment and Care

- Conduct health screenings including urine analysis and Tuberculin skins tests for new employees (TST)
- Conduct pertinent health screens in EMR-Bear, PHQ-9, and GAD as indicated, alert crisis team, RN or the Provider of findings as necessary
- Participate in crisis intervention as necessary
- Update and maintain current medication lists for all incoming clients
- Place lab orders per protocol for new clients and existing clients
- Provide patient education as needed regarding medications, appointments and infection control
- Give injections (IM, SQ) as needed under the direction of Provider or RN

Clinical Compliance and Documentation

- Adhere to safety protocols, infection control standards, and emergency response procedures
- Maintain accurate, timely documentation in the Electronic Health Record (HER), including vitals past/current medications

Administrative

- Support scheduling, patient flow, and Provider coordination
- Answer and document patient calls/messages in EMR
- Manage documentation, referrals, and release of information requests ensuring HIPAA compliance

Professionalism and Development

- Respond to medical emergencies with call and efficient intervention
- Participate in staff training and continuing education to stay current on best practices

- Maintain strict confidentiality and uphold patient rights in accordance with the Health Insurance Portability and Accountability Act (HIPAA)
- Maintain professional appearance while on duty

Position Requirements

Minimum Qualifications:

- Previous experience in a healthcare or medical setting
- Certification in First Aid and CPR (or ability to obtain within 3 months of hire)
- Familiarity with health screening procedures and equipment
- Knowledge of medical terminology
- Strong critical thinking and communication skills
- Ability to work collaboratively in a fast-paced, team-based environment
- Commitment to trauma-informed, patient-centered care

Preferred Qualifications:

- Strong interpersonal skills and ability to engage patients with empathy, professionalism, and cultural sensitivity
- Proficiency in electronic health record (EHR) systems
- Experience with trauma-informed care and crisis intervention techniques

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JOB TITLE: Regional Director

Position Summary

The Regional Director oversees day-to-day operations ensuring that processes run smoothly and efficiently while fostering community relationships and ensuring compliance with organizational standards. This role plays a key part in team collaboration by coordinating efforts across departments and aligning them with organizational goals.

Key Responsibilities

Operations Management

- Plan, schedule, and execute projects to ensure timely and successful outcomes
- Make critical decisions to address issues promptly and effectively
- Facilitate collaboration among different departments
- Monitor regional performance and implement continuous improvement initiatives

Leadership and Oversight

- Provide consistent, trauma-informed leadership to Maintenance, Janitorial, IT, Reception, and Community Education staff, supporting their growth while ensuring high standards of professionalism and accountability
- Foster a respectful, inclusive, and supportive workplace culture rooted in integrity, collaboration, and clear communication
- Ensure compliance with all regulatory requirements, organizational policies, and funding guidelines through effective oversight and documentation
- Participate in and facilitate training and continuing education to stay current on best practices
- Promote LifeHouse values, culture, and mission across all regional operations

Stakeholder and Relationship Management

- Build and maintain strong relationships with community partners, stakeholders, and service users to promote collaboration and program growth
- Support outreach, business development, and expansion initiatives

Position Requirements

Minimum Qualifications:

- Minimum of 5 years of experience in facility management, operations, or related role with progressive leadership or management experience
- Experience in leading teams and managing complex projects
- Exceptional communication skills, strong leadership, and problem-solving abilities
- In-depth understanding of industry regulatory compliance, safety protocols, building codes, and best practices in facility management

Preferred Qualifications:

- Strong interpersonal skills and ability to engage with empathy, professionalism, and cultural sensitivity
- Relevant certifications such as CFM (Certified Facility Manager) are a plus
- Bilingual in English and Spanish

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JOB TITLE: Receptionist

Position Summary

The Receptionist serves as the first point of contact for clients, visitors, and staff, playing a vital role in creating a welcoming, supportive, and organized environment. This position supports access to care for individuals seeking mental health and substance use services by managing front desk operations with professionalism, compassion, and efficiency. The Receptionist works closely with clinical and administrative teams to ensure smooth appointment flow, accurate documentation, and responsive communication.

Key Responsibilities

- Greeting and welcome clients, visitors, and staff in a warm and professional manner
- Check in clients for scheduled appointments and notify appropriate staff
- Collect and enter insurance and payment information into the system accurately
- Conduct brief triage screenings for walk-in clients and identify initial service needs
- Communicate and coordinate with clinicians, intake specialists, and case managers to support timely service delivery
- Maintain order, cleanliness, and a calming presence in the lobby and reception area
- Monitor appointment flow and assist with late arrivals, cancellations, and no-shows
- Ensure compliance with HIPAA and always maintain client confidentiality
- Support internal communication across departments for scheduling and coordination needs
- Assist with administrative tasks such as appointment confirmations, data entry, or filing
- Respond calmly and effectively in high-stress or crisis situations

Position Requirements

Minimum Qualifications

- High school diploma or equivalent
- Strong interpersonal and communication skills
- Proficiency with Microsoft Office Suite and basic computer systems
- Ability to multitask, stay organized, and prioritize in a fast-paced setting
- Comfortable interacting with diverse populations and individuals in emotional distress
- Commitment to maintaining confidentiality and supporting a trauma-informed environment

Preferred Qualifications

- Prior experience in a receptionist, front desk, or customer service role

JOB DESCRIPTION: Receptionist

Last Updated: 7/12/2025

- Experience working in behavioral health or healthcare settings
- Familiarity with insurance terminology and coverage verification
- Bilingual in English and Spanish

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JOB TITLE: Outpatient Therapist

Position Summary

The Mental Health Therapist provides direct clinical services, including individual and group therapy, to clients with mental health and co-occurring conditions. This role supports clinical planning, documentation, and care coordination in accordance with LifeHouse policy and all relevant state and federal regulations. The therapist works closely with the Clinical Director and other treatment team members to ensure the delivery of high-quality, person-centered care.

Key Responsibilities

Clinical Care and Documentation

- Deliver support therapy services through individual and group sessions as directed by the Clinical Administrator
- Conduct and complete comprehensive psychosocial intake assessments within 24 hours of admission
- Collaborate with clients to develop individualized treatment plans based on intake assessment, updated every 30 days
- Provide weekly individual therapy sessions and staff each client in collaboration with other clinicians
- Ensure timely and accurate completion of progress notes and billing documentation
- Monitor discharge appropriateness and assist in discharge planning across all discharge types
- Maintain electronic health records and program documentation in compliance with all applicable standards

Supervision and Development

- Participating in weekly clinical supervision with the Clinical Director
- Attend ongoing supervision, education, and training as required by licensure and LifeHouse
- Meet quarterly and annual productivity standards as defined by the supervisor
- Complete a full forty-hour workweek with flexibility to include crisis response and training

Program Collaboration and Improvement

- Review program structure with the treatment team to identify and implement clinical improvements
- Participate in quality improvement initiatives and best practice implementation
- Assist in planning and facilitating client-centered special events
- Provide consultation, education, and training to clients as needed

Professional Conduct and Teamwork

- Maintain a professional, positive attitude and model premier customer service
- Incorporate recovery and resiliency principles into all service delivery
- Participate in rotating on-call coverage and respond to clinical needs as they arise
- Collaborate with the clinical team to resolve daily issues and support treatment decisions
- Advocate for LifeHouse's mission to enhance, change, and save lives
- Perform other duties as assigned by the Clinical Director of Mental Health Services

Position Requirements

Minimum Qualifications:

- Licensed in the State of New Mexico by the Counseling and Therapy Practice Board, Social Work Board, or Psychology Board
- Bachelor's degree with relevant licensure or credentialing
- Experience providing mental health services to individuals with mental health or co-occurring disorders
- Proficient in using Electronic Health Records and related software systems
- Familiarity with the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5)
- Ability to work with diverse populations, including children, adolescents, and adults

Preferred Qualifications:

- Master's degree in counseling, psychology, social work, or related field with a focus on mental health counseling
- Two years of field experience providing individual and group therapy under clinical supervision
- Strong diagnostic skills and understanding of billing requirements for multiple payer sources
- Group facilitation and training experience
- Knowledge of community resources and the needs of high-risk populations

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JOB TITLE: Community Education Specialist

Position Summary

The Community Education Specialist is responsible for delivering mental health education and outreach across Carlsbad LifeHouse's service area. This role focuses on increasing awareness of LifeHouse services, promoting early intervention through Mental Health First Aid training, and fostering partnerships with community organizations. Reporting to program leadership, this position plays a key role in destigmatizing mental health, expanding access to information, and building a supportive network of community stakeholders.

Key Responsibilities

Community Education and Engagement

- Deliver presentations, workshops, and Mental Health First Aid training to community groups, schools, and stakeholder organizations
- Educate the public about LifeHouse services, behavioral health resources, and pathways to care
- Advocate for mental health awareness and stigma reduction through community involvement and public engagement

Outreach and Partnership Development

- Build and maintain relationships with local agencies, school systems, and service providers to expand the reach of LifeHouse's educational efforts
- Represent LifeHouse at health fairs, public forums, and community events
- Collaborate with internal staff to identify outreach opportunities and align messaging with organizational goals

Training and Capacity Building

- Train community members, volunteers, and partners in Mental Health First Aid and related programming
- Equip participants with tools to recognize and respond to mental health concerns within their own environments

Tracking and Reporting

- Maintain accurate records of training sessions, community contacts, and event participation
- Track impact data and prepare reports that highlight outreach efforts and outcomes

Position Requirements

Minimum Qualifications:

- Certified Peer Support Worker (CPSW) or Community Health Worker (CHW) certification
- Strong communication and interpersonal skills, with the ability to build trust and rapport in community settings
- Ability to speak confidently to groups and lead interactive training sessions
- Demonstrated understanding of mental health, community education, and relationship-building
- Cultural competency and sensitivity in working with diverse populations
- Valid driver's license and reliable transportation

Preferred Qualifications:

- Experience providing Mental Health First Aid training or similar programming
- Background in behavioral health or nonprofit community engagement
- Familiarity with local resources and service networks

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JOB TITLE: Case Manager

Position Summary

Carlsbad LifeHouse, Inc. is looking for a caring and client-focused Case Manager to help individuals facing substance use and mental health issues. As a Case Manager, you will play a vital role in providing support, guidance, and encouragement to clients in our various programs, ensuring their safety, well-being, and progress toward recovery. This role emphasizes building trust, removing obstacles to care, and connecting individuals with resources and life skills needed for success in the community.

Key Responsibilities

Screening & Intake Support

- Complete phone screenings and document responses accurately
- Assist the admissions coordinator in evaluating client suitability
- Participate in daily morning meetings and handle calls professionally
- Coordinate client orientation upon admission, including inventory of belongings and photo uploads
- Ensure correct completion and filing of Consent to Release Information forms

Case Management in Residential Programs

- Encourage family involvement in recovery planning and community resources
- Conduct discharge/aftercare planning with at least two client sessions
- Link clients to outpatient treatment, medical care, housing, and other supports
- Maintain post-discharge follow-up using face-to-face, phone, or online contact
- Connect clients with federal, state, and local assistance programs (e.g., Medicaid, TANF, housing)
- Provide transportation coordination and emergency care decisions as needed
- Facilitate and document treatment planning in collaboration with the clinical team
- Provide and support educational and resource-based group sessions
- Coordinate guest speakers and create documentation/screening forms as needed

Team & Program Support

- Participate in Community Group and group education sessions as scheduled
- Provide backup for group, case management, orientation, and discharge planning as needed
- Act as a liaison with external agencies, including legal, healthcare, education, and housing
- Collaboration with the Clinical Director on quality improvement initiatives

Position Requirements

- Must be at least 18 years of age
- Must meet one of the following education and experience combinations:
 - Bachelor's degree in a human services field from an accredited university **and** one year of experience working with the target population
 - Associate's degree **and** two years of experience working with the target population
 - Associate's degree in an approved behavioral health coaching curriculum (no experience required)
 - High school diploma or General Educational Development (GED) certificate **and** three years of experience working with the target population
 - Certification as a **Certified Peer Support Worker (CPSW)** or **Certified Family Support Worker (CFSW)**

Additional Certified Peer Support Worker (CPSW) Requirements:

- Must be self-identified as a current or former consumer of mental health or substance use services
- Must have at least three years of personal recovery from mental health or substance use challenges
- Must hold current certification as a Certified Peer Support Worker (CPSW)

Additional Certified Family Support Worker (CFSW) Requirements:

- Must have personal experience navigating child- and family-serving systems or advocating for family members involved with behavioral health systems
- Must understand how these systems operate within New Mexico
- If the individual is also a consumer, they must be well-grounded in symptom self-management
- Must hold certification as a Certified Family Support Worker (CFSW) or as a Certified Peer Support Worker (CPSW) with a family support specialty

Other Requirements:

- Valid New Mexico driver's license, reliable transportation, and active auto insurance
- Strong interpersonal, communication, and organizational skills
- Ability to maintain professional boundaries and uphold client confidentiality

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