

SPECIAL SERVICE FOR GROUPS JOB ANNOUNCEMENT

Title: Case Manager

Division: HOPICS

Pay Range: TBD

Supervisor: Program Manager

FLSA: Non-Exempt/ Full Time

Revised: 9.17.19

Summary

The Case Manager for the Coordinated Entry System (CES) under the supervision of the Program Manager of Single Adult Housing Programs will engage, assess and assist eligible clients as referred by the Rapid Rehousing team by partnering with them to build skills and access resources and support systems necessary to maintain their housing. The Case Manager will meet with clients to provide supportive services and to promote housing retention, community integration, life skills, and improved health and wellness.

Essential Functions

- Ensure clients are able to maintain stability in the most appropriate housing setting
- Facilitate the connection and enrollment of clients into eligible and applicable community programs and resources
- Support clients, collaboratively working with their landlords, neighbors, and existing case management services as needed in order for the client to thrive within their housing
- Assist clients in relocating to more appropriate housing if needed
- Strive to recognize the best in each client and to support the meaningful change they seek through building relationships and utilizing motivational interviewing techniques and strength based case management techniques
- Provide client engagement by welcoming the client to their new community, addressing basic needs, establishing trust and assisting the client with understanding the services that are available to them
- Meet with clients on a regularly scheduled basis (once per month minimum) and document growth and strength in HMIS/Clarity system.
- Provide home and field based services as appropriate and transport client as needed to essential appointments that support their well being
- Assist client with navigating and abiding by their lease obligations
- Provide ongoing assessment of needs and risk of harm for each individual and respond appropriately.
- Provide outreach services as needed to maintain effective engagement in services.
- Complete housing-related treatment plans, progress notes, discharge summaries and other documentation as required.
- Meet regularly with supervisor for supervision and seek supervision, as needed.
- Actively participate in multi-disciplinary team meetings and consultations.
- Collect information on client demographics and program outcome activities.
- Participate in quality assurance activities including chart reviews.
- Maintain strict client and agency confidentiality
- Support clients with learning and practicing fiscal responsibilities

- Assist client with their physical and mental health needs by providing support and linkage to appropriate services

SPECIAL SERVICE FOR GROUPS JOB ANNOUNCEMENT

- Participate in client review meetings and provide continuous housing status updates
- Maintain thorough knowledge of all housing subsidies available to clients as well as current documentation forms and other housing requirements
- Identify opportunities for housing advocacy and collaborate with other internal Housing staff
- Clear knowledge, understanding, adherence, and ability to articulate the HOPICS mission, vision, and core values;
- Maintain appropriate boundaries with staff, client and community partners
- Represent the Agency in a professional manner at ALL meetings and community events
- Ability to understand and carry out oral and written direction
- Attend all required (Staff meetings, Division events/meeting, SPA 6 CES, County events/meetings, and any other trainings and meetings that may enhance HOPICS service delivery
- Maintain accurate records of activities and client services in compliance with HIPAA, CFR 42. and other funding requirements for means of best practices and auditing purposes;
- Maintain and uphold Agency mission statement, values, policies, procedures and principles
- Regular attendance required
- Other duties as assigned

Secondary Functions

- Responsible for coordinating transportation for participants using Agency van as needed.
- Good knowledge and understanding of assigned programs
- Thorough knowledge of Housing 1st model
- Ability to understand the needs of formerly homeless people with disabilities and to develop collaborative goals towards greater self-sufficiency and independence in the greater community
- Excellent verbal and written skills
- Working knowledge of Microsoft Suite, computer literacy and willingness to learn other applications

Minimum Qualifications – Knowledge, Skills and Abilities Required

- Bachelor's degree from an accredited university OR
- Two years' experience working in the social service field
- If in recovery, a minimum of three (3) years of being drug and alcohol free is MANDATORY.
- Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds.
- Verification of Employment Eligibility and Background Clearance
- Ability to communicate effectively, both written and orally.
- Valid driver's license and reliable transportation.
- Current proof of Auto Insurance required.
- TB test required (Not more than (3) months prior to or (7) days after date of hire and renewal annually thereafter.
- CPR and First Aid Certification required within 30 days of employment with company.
- Basic computer word processing skills required.
- Ability to understand and carry out oral and written direction.
- Working knowledge of Excel, HMIS, and other database programs is desirable.
- Knowledge of various community based treatment providers is desirable.

SPECIAL SERVICE FOR GROUPS JOB ANNOUNCEMENT

Supervisory Responsibilities

- This position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions)

- The environment for this position is office and field based.
- Must be able to work in an environment with many priorities, busy, and fast paced.
- Must be able to problem solve, adapt to changes that are unpredictable.
- Must be able to work with highly aggressive clients.
- Must be able to work in various shelters environments.
- Exposed to highly aggressive clients: must communicate too many sources including courts and outside community agencies: sometimes noisy, loud and disruptive clients.

Additional Requirements

1. Computer literate, with basic knowledge of Microsoft Office Word, as well as a high level of initiative in keeping current with technological change.
2. Ability to prioritize workload and activities of self and complete tasks in a timely and efficient manner.
3. Dependable, able to work under pressure; receptive to change, willingness to learn, cooperative approach to problem-solving.
4. Ability to establish and maintain effective working relationship with staff, clients, and outside contacts from a wide variety of ethnic, socioeconomic and cultural background; good diplomatic skills.
5. Knowledge of various community based treatment providers is desirable.
6. Good basic clerical skills, including typing, ability to proof read own work, good grammar and spelling.
7. Flexible team player.
8. Excellent attention to detail.
9. Ability to work independently and seek supervision when appropriate.
10. Ability to set boundaries, resolve conflict, and de-escalate issues.
11. Must be able to work nontraditional work schedule as needed.

Language Skills:

1. Ability to read and interpret general business correspondence, policies and procedures, referral information, financial information, financial documentation, applicable government regulations.
2. Ability to write case notes, uncomplicated reports, instructions and procedures.
3. Ability to present information effectively and respond to question from patients, staff referral sources and the general public.

Mathematical Skills and Reasoning Ability:

1. Thorough knowledge of and ability to apply business arithmetic skills accurately and rapidly
2. Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization may be limited. Ability to interpret a variety of instructions furnished in written, oral, schedule, or diagram format.
3. Basic math skills.

Physical Requirements

In the course of performing this job, the incumbent typically spends time sitting, standing, walking, speaking, thinking, listening, and carrying (20lbs). Must sit at computer for data entry and reports:

SPECIAL SERVICE FOR GROUPS JOB ANNOUNCEMENT

sometimes spend time driving and walking and carrying equipment/files/charts. Assisting client with moving their personal belongings. Speak to staff and outside agencies in public meetings and Provider Meetings. Represent the Agency in a professional and positive manner

Mental Requirements

The incumbent in this position must be able to accommodate to any/all of the following:

- Uncontrollable changes in priorities/work schedules;
- Relate to other people beyond giving and receiving instructions; and
- Exposure to inappropriate behavior and language of others.
- Must be able to handle any/all of the following: interruptions, changes in priorities/work schedules; be able to process information, think, and conceptualize. Perform simple, repetitive, complex or varied tasks
- Comprehend and follow instructions
- Maintain work pace appropriate to given work load
- Relate to other people beyond giving and receiving instructions
- Effectively influence people on a consistent basis
- Make generalizations, evaluations or decisions without immediate supervision
- Accept and carry out responsibility for direction, control, and planning
- Communicate information to callers; Research material to answer caller's questions; Respond cheerfully to callers

Equipment Used

Computer, photocopier, fax machine, phone and possible use of program vehicle.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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