

SPECIAL SERVICE FOR GROUPS JOB DESCRIPTION

Title: Case Manager	Division: HOPICS
FLSA: Non-Exempt, Full time	Supervisor: Program Manager
Pay Range or Rate: TBD	Revised: 09.26.19

Summary

Case Managers in the LEAD program will provide field-based intensive case management services to low level drug offenders and sex worker populations. The Case Manager will provide direct services to assigned clients (approximately 20 case load), and coordinate care by meeting with clients regularly, assessing needs and facilitating access to appropriate resources. The Case Manager must develop and maintain positive collaborative relationships with LEAD partners and other service providers in order to best serve the client.

Essential Functions

- She/he will be meeting with clients, at the LEAD office, local police station, the Sobering Center, on the streets or other social service provider facilities, to establish a working relationship and explain offered services.
- At time of screening/intake assess and address emergent/immediate needs of client including need for medical care, shelter, food and clothing.
- Assess client need in regards to chemical dependency, mental health, medical care, housing and employment to determine specific service needs.
- Assist clients in identifying appropriate housing/shelter and maintaining occupancy.
- Develop and implement with client input an Individual Intervention Plan which addresses client needs and goals.
- Update service plan quarterly or as needed to reflect progress towards or attainment of client-driven goals and the emergence of client needs.
- Develop and maintain positive, collaborative relationship with LEAD partners and supportive service providers including chemical dependency treatment providers, mental health providers, landlords and detox centers.
- Enter all data into CHAMP system within 24-48 hours of client contact
- Provide structured Intensive Case Management Services and advocacy consistent with SSG/HOPICS, ODR, and HFH policies.
- Assist clients in scheduling and keeping appointments.
- Facilitate referral and linkage process to appropriate services.
- Develop a network of housing resources, and assist the client in gaining access to appropriate housing.
- Identify gaps and barriers in available community resources and advocate for client accessibility.
- Identify and report all hindrances to client success
- Attend Case Management staff meeting and other required meetings.
- Develop and maintain client files and other necessary reporting for assigned caseload according to contract requirements and any additional duties as assigned.
- Effectively manage assigned caseload and reporting requirements.
- Provide a range of supportive services (service planning; housing and rental assistance, housing search and location, linkages to health, mental health, substance use disorder services, and legal services, benefits establishment, transportation, basic needs (food, clothing, hygiene), crisis management, eviction prevention, life skills etc.) transitioning from homelessness to permanent housing
- Participate in all meetings with collaborative agencies, and other community meetings as required or directed.
- Must know, understand, and be able to articulate the mission, vision, and core values of HOPICS
- Obtain and maintain a working knowledge of all HOPICS programs and their eligibility criteria
- Must be able to critically think and problem solve client challenges with or without consultation
- Attendance to all division wide trainings
- Ability to understand and carry out oral and written direction.
- Non-traditional work schedule including weekends and on-call shifts required as scheduled

- Driving required
- Regular attendance required
- Other duties as assigned

Minimum Qualification- 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 a diverse cultural, ethnic, and socio-economic background.
- 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 and spreadsheet skills required.
- Ability to understand and carry out oral and written direction.

Supervisory Responsibilities

- This position does not have any supervisory responsibilities.

Experience

- Experience linking people to housing, health care, entitlements and treatment (preferred).
- Understanding of chemical dependency and harm reduction strategies along with a demonstrated passion for serving the chronically homeless population with co-occurring disorders (strongly preferred).

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

1. The employee is regularly required to sit; use hands to finger, handle or feel objects, tools, or control; reach with hands and arms and talk or hear; frequently required to stand, walk, and kneel; occasionally to climb, balance, or stoop; rarely to crouch or crawl. The position also requires driving of personal and company vehicles.
2. The employee must occasionally lift and / or move up to 30 pounds. Specific vision abilities required by this job include close, color, and peripheral vision and the ability to adjust focus. The noise level in the work environment is moderated.

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.

Special Service for Groups is an Equal Opportunity/Affirmative Action Employer
