

SPECIAL SERVICE FOR GROUPS JOB DESCRIPTION

Title: Case Manager	Division: HOPICS/Interim Housing
FLSA: Non-Exempt, Full time	Supervisor: Program Manager
Pay Range or Rate: DOE	Revised: 6/11/19

Summary

Under the direction of the Program Manager, the Case Manager is responsible completing intake, service coordination, and triage for individuals seeking services through the Coordinated Entry System for Single Adults.

Essential Functions

- Coordinate with other project staff and partners to provide housing placement services and supportive services to facilitate client's successful transition to permanent housing and coordinate services to foster housing stability during and beyond interim housing.
- Work with the Housing Locator Teams to locate housing and secure housing.
- Verify participant meets either category 1 or 4 of HUD's final rule on "Defining Homelessness" and document homeless status in HMIS
- Provide Housing-focused case management services to assist participants move forward in accessing permanent housing through referrals to housing programs (such as rapid re-housing, permanent supportive housing, affordable housing, etc.)
- Conduct regular on going case management meetings with participants at least once a month and provide document the outcome in HMIS.
- Ensure that each case management meeting is dedicated to assessing and reassessing needs, educating participants on community resource opportunities, developing Housing Stability Plans, scheduling appointments, and providing necessary follow-up to ensure housing stability plans are progressing on schedule and needs are adequately being addressed.
- Fully complete Monthly Update forms and ensure all signatures are gathered at the time of the meeting.
- Provide support to participants through individualized case management including but not limited to support with completing housing applications, accompanying the participant to housing appointments and/or leasing appointments, and other support associated with the housing placement process.
- Case manager will work collaboratively and communicate with Housing Navigation staff no less than once a week if providing services to mutual client.
- Staff must create the participant's record in HMIS at the same time the participant is determined to meet program eligibility requirements.
- Complete Exit Plans for all participants assigned to case manager.
- Staff must update the participant's housing status within twenty-four hours of any change.
- Bed attendance must be tracked and entered into HMIS each night the participant is physically residing in a bed/unit.
- Staff must update information, track services (i.e., Housing Stability Plan creation/updates) and referrals, and complete case notes on services provided to the participant within 24 hours following the provision of the services.
- If there are significant changes during the time client is enrolled in the program, as Status Assessment Update must be created within 24 hours of the change (i.e., increase or decrease of income).
- Completed program exits in HMIS the same day the client exits. Data must be entered at the very least twice a day in real time.
- The exit destination must be changed to where the participant has exited to/destination.
- If the participant has exited to a permanent housing destination, the following areas must be updated with the permanent housing date and complete address:
 - Program Entry Page
 - Status Assessment Update Page
 - Exit Page
- Case Notes to be entered within 24 hours in DAP form. Additionally, case notes will be detailed and grammatically correct.
- Work with the client to complete an individualized housing plan and budget to ensure household can sustain housing after the subsidy.
- Attend weekly case conferencing meetings

- Collaborate and coordinate with DMH, DPSS, LAUSD, WorkSource, and SUD providers.
- S/he will assist clients with identifying the most appropriate housing intervention.
- Coordinate with other HOPICS staff and collaborative partners to provide ancillary services to achieve housing stability; follow-up with clients weekly, at minimum; maintain interagency consultation, coordination, and referrals as it relates to housing.
- Maintain up-to-date and accurate documentation in client files for service coordination/case management, housing placement, rental assistance, and move in assistance.
- Provide the Program Manager with all required client information and assessment outcomes;
- Enter data into HMIS within 24 hours.
- Prepare project reports in accordance with funding requirements.
- S/he will assist in trainings and provide support to necessary staff, providers, and other project partners participating in project. The case manager will participate in all mandatory program and division meetings and trainings, as assigned by his/her supervisor and division director.
- Prepare reports in accordance with program requirements and Division policies.
- Conduct criminal background checks on all pre-eligible applicants and household members over 13 years of age.
- Maintain files/records on client services in compliance with HIPAA, 42 CFR Part 2 and other funding requirements for audit purposes.
- Maintain appropriate boundaries; and adhere to SSG's Code of Ethics and HOPICS' Core Values.
- Represent the Agency in a professional manner at meetings and community events.
- Regular attendance required.
- Other duties as needed.

Secondary Functions

Perform other duties as assigned by the Program Manager and or Division Director. Answer phones and route incoming calls; serve as back-up to the Intake Coordinator in his/her absence.

Minimum Qualifications - Knowledge, Skills and Abilities Required

Associates Degree in Social Services or other administrative, business or housing field is required from an accredited or state approved college or university, with a minimum two (2) years job related experience working with homeless individuals and families **OR** five years experience working in social service field; case management and homeless program experience preferred. If in recovery, a minimum of three (3) years of being drug and alcohol free is required. Working knowledge of Microsoft Word, Excel, and other database programs. Knowledge of resource development, case management and documentation. Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds. Ability to communicate effectively, both written and orally. Verification of Employment Eligibility and Background Clearance. TB test required (Not more than (3) month prior to or (7) days after Date of Hire, and renewed annually thereafter), CPR and First Aid Certification required within 30 days of employment with company and valid Driver's License and auto insurance required. Reliable transportation is required. Ability to communicate effectively, both written and orally. Experience working with homeless families and children, DCFS as well as an experience with placing homeless families into permanent housing.

Non-Essential Qualifications:

Experience using HMIS and at least one year of rapid re-housing experience preferred.

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions)

This position is responsible to work in "client friendly" environments and is required to visit other shelters and homeless access centers as part of their duties. Local automobile travel is required. There is some responsibility to work in noisy environments where children and adults are present.

Physical Requirements

The Case Manager typically spends time sitting, standing, typing, thinking, writing, walking, driving, carrying (max. 25 lbs), listening, speaking.

Mental Requirements

This position will require the individual to be able to handle any/all of the following: constant distractions, interruptions, uncontrollable changes in priorities/work schedules: be able to process information, think and conceptualize.

Please email your resume to: tjackson@letc.com

Include the position title in the Subject.

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