

SPECIAL SERVICE FOR GROUPS
JOB ANNOUNCEMENT

Title: Outreach Case Manager	Division:	HOPICS
FLSA: Non-Exempt/Full Time (<i>40 hour</i>)	Supervisor:	Program Supervisor
Pay Range or Rate: TBD	Revised:	10/30/17

Summary

Under the supervision of the Program Manager and Program Supervisor, and as part of a multidisciplinary team, the Incumbent (Outreach Case Manager) will perform professional case management services in connection with outreach to, and linkage for homeless consumers, and assist consumers and their significant figures in understanding and developing solutions to problems that lead to and result from homelessness.

Incumbent will also be provided technical guidance, consultation and supervision to enhance their skill in developing case management techniques for helping homeless clients. Incumbent will comply with all ethical/legal mandates for documentation and reporting.

Incumbent will utilize evidence-based case management methods in assessing clients immediate needs, their housing situation and needs, and the creation of treatment plans to help to ameliorate issues that contribute to their homelessness. Incumbent must be able to coordinate their daily work responsibility in the field in order to service clients, complete documentation, attend meetings and participate in trainings. Incumbent must coordinate treatment with the multidisciplinary team in the field as part of a homeless outreach effort in Service Planning Area 6.

Essential Functions

Conduct immediate needs assessments with adult consumers to obtain information to complete a comprehensive treatment plan; have working knowledge of how to present within a Multi-Disciplinary Team (MDT) due to collaboration involved with internal and external entities; be comfortable working and providing assistance to homeless clients in the field; be able to establish client treatment plans that correlate with the clinical assessments of therapists, nurses and substance use counselors; to assist the consumer to resolve or cope with issues that contribute to mental, emotional, medical and/or substance related problems; be familiar with and able to document in accordance with the guidelines established for the E6 program, including entering all notes and treatment plans, and outcomes into HMIS.

Incumbent will provide services to homeless consumers by providing case management (including providing solutions to immediate needs, linkages to benefits, housing supports, other mental health, physical health and substance use programs, food support, hygiene support, linkages to employment or school resources, etc). The Incumbent must be able to work with homeless consumers, adults with co-occurring substance abuse issues and mental/physical/developmental disabilities; will be able to document effectively in accordance with established standards of care on a daily basis; will participate in in all required meetings, trainings, collaborations, and multi-disciplinary team meetings within the program and be prepared to discuss, educate, present or evaluate the nature and progress of presenting issues; will attend other meetings, training sessions, seminars, as needed to effectively perform duties affiliated with this position; will coordinate program activities to meet contractual agreements, laws,

regulations and funding directly with the E6 Program Manager; will participate in weekly supervision (individual and group); will assume other tasks as assigned and required for this position assigned by the E6 Program Manager; will be required to conduct all interventions and treatments in the field. Incumbent will participate in all mandatory program, division meetings and trainings (which includes offsite meetings and trainings), as assigned by his/her E6 Program Manger, Clinical Director, and Division Director and Agency Director.

Incumbent will be responsible for coordinating transportation and transporting E6 staff and participants using the Agency van as needed; provide and maintain documentation of homeless status to intake workers and to clients and keep copies in client files; provide HIV/AIDS information, education and linkages to testing, housing and services; be knowledgeable about HIV/AIDS services and testing locations; enter activity into HMIS system regularly; assist with collecting and inputting information for the preparing of all LAHSA required reports including but not limited to QPR, APR; build rapport with individuals and staff of various community organizations that serve homeless individuals, families, low income households, and other HOPICS target populations; inform, educate, and refer homeless individuals and families about HOPICS programs and services of available to them. Incumbent must have the ability to work evenings, overtime, weekends or holidays.

Incumbent will maintain appropriate boundaries, and adhere to SSG's Code of Ethics and HOPICS' Core Values; Incumbent will represent the Agency and Division in a professional manner at meetings and community events; Incumbent will maintain regular attendance, maintain files/records on client services in compliance with HIPAA & CFR42 and other funding requirements for auditing purposes. Incumbent will ensure that all client records/documentation are submitted or a plan arranged to send them in, if the incumbent resigns from this position.

Secondary Functions

Perform other duties as assigned by their immediate supervisor and or Division Director. Provide support to administrative and data-related Information Technology Department functions.

Supervisory Responsibilities

This position does not have any supervisory responsibilities.

Minimum Qualifications - Knowledge, Skills and Abilities Required

Some credits from an accredited college or university, or at least two years of experience working with homeless individuals; ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds; ability to work with homeless clients in the field; ability to communicate effectively both written and orally with collaborative entities; neat and professional appearance; attention to detail and punctuality required; working knowledge of Microsoft Word, Excel, and Internet; experience working with homeless persons with co-occurring issues (mental/health/disabilities/substances); be able to work with co-occurring populations that present with any stand alone or combination of mental illness, health conditions and substance related concerns. You must be able to report (verbal/written) in accordance with the law all legal issues that surface (i.e. Tarasoff, child abuse, vulnerable adult abuse, danger to self/others and grave disability, etc); professional experience working within a multidisciplinary team. Be able to coordinate the submission of client documentation if unable to work; if in recovery, a minimum of three (3) years of being drug and alcohol free is required. You must be able to produce verification of Employment

Eligibility and pass a Background Clearance. TB test required (not more than (3) months 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. You must have knowledge of evidence based practices and be able to use them in the field.

Environmental Conditions (Working Conditions)

This position is responsible to work in any and all environments, including homeless encampments, in all areas of Service Planning Area 6. This position will require extensive interaction with homeless individuals, individuals with severe physical and mental disabilities, the possibility of individuals with infectious diseases, stray animals, moving vehicles, and other possible dangers associated with working in areas of high crime. You may be exposed to aggressive/hostile clients. Incumbent must be ready to deal with traumas which may trigger personal trauma; must work in conjunction with other collaborative staff members; communicate with many sources including courts, Department of Children and Family Services, LAHSA, Law Enforcement and other community agencies. Local automobile travel will be required. There is some responsibility to work in noisy environments where adults are free to talk loudly and expressively. You must be able to work effectively and produce quality work under pressure. While driving to trainings or performing other duties there may be exposure to weather conditions prevalent at the time, noise, moving vehicles, high crime rate areas, odors, fumes, pollen etc.

Physical Requirements

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

Mental Requirements

The Incumbent to be able to perform effectively under any and all of the following: unpredictable situations, crises, constant distractions, interruptions, uncontrollable changes in priorities/work schedules; be able to process information, think and conceptualize. You must be able to effectively deal with personal trauma that may be triggered.

Please email your resumes to:

jobs@hopics.org

Include the position title in the Subject

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