

## **JOB DESCRIPTION**

Title: Case Manager

Department: Alpha Project Temporary Bridge Shelter

Reports to: Supervising Case Manager

FLSA Status: Full-Time, Non-Exempt

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### **JOB SUMMARY**

Case Managers are responsible with developing professional and empathetic relationships while providing homeless individuals and families with connections to appropriate housing, programs and resources through one-on-one case management that develop individualized case plans that promote client progression towards obtaining and maintaining self-sufficiency.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Case Management:**

- Performs intake interviews, assessments and refers clients to appropriate community resources
- Assesses the client's needs, and arranges, coordinates, monitors, evaluates, and advocates for a variety of services to meet those complex needs.
- Assesses clients for employment, social security and disability insurance eligibility.
- Assists clients in identifying, enrolling and attending appropriate medical, substance abuse and therapeutic services.
- Develops, implements and monitors client progress in executing individualized housing, financial and self-sufficiency plans.
- Develops and maintains a productive case management relationship with the client, and meets with clients on a weekly or more frequent basis to review, evaluate and support completion of individualized action plans, and address unanticipated needs/ issue's as they arise.
- Provides ongoing intensive support to clients which can include periodic evaluations, service coordination and crisis intervention.
- Prepares, presents and documents client cases for case conferencing purposes
- Participates as a member of a multi-disciplinary team that reviews client cases and develops action plans that meet the individual needs of each client.

#### **Data Management:**

- Maintains case management documentation using HMIS in accordance with agency and best standard practices.

- Completes accurate, thorough and typed progress notes in a timely manner
- Uses case management software to document and keep all client activities up to date.
- Develops and maintains accurate and detailed case files, verifies accuracy of information, researches discrepancies and records information.

\*Performs other duties as assigned

## **QUALIFICATIONS**

### **Knowledge of:**

- Understanding of Housing First, Trauma Informed Care, Conflict Resolution, Motivational Interviewing, Low Barrier Operations and Prevention and Diversion practices.
- Theory, principles and practices of homeless housing interventions, social services, case management, eviction prevention, shelter diversion, and crisis intervention.
- Knowledge of all applicable Federal, State and local laws, codes, regulations, and departmental policies and procedures.
- Principles and practices of data collection and report preparation.
- Research, statistical, analytical and reporting methods, techniques and procedures.
- Modern office practices including word processing, database and spreadsheet applications.

### **Ability to:**

- Maintain confidentiality of sensitive personal information of applicants, current and former clients, landlords and other matters affecting tenant relations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Effectively problem solve and maintain composure in high-pressure situations.
- Make accurate arithmetic, financial, and statistical computations.

### **Education and Experience:**

Any combination of training and/or experience that would provide the required knowledge, skills and abilities necessary to fulfill the responsibilities and duties of the assigned employment classification.

- Bachelor's Degree from an accredited four-year college or university with major coursework in healthcare, psychology, sociology, social work, public administration, or a related field, and one (1) year of applicable job experience, or
- Associates Degree with a focus on healthcare, psychology, sociology, social work, public administration, or a related field and two (2) years of applicable job experience, or
- High school Diploma or GED and a minimum of a combined two (2) years of lived experience, and at least two (2) years of applicable job experience
- Possess mobility to work in an office setting and use stand office equipment

- Finger dexterity is needed to access, enter and retrieve data using computer keyboards and similar devices.
- Vision, hearing and speech to effectively communicate in person and over the phone.