

Case Manager

Reports to:	PSH Clinical Supervisor & SIL Manager	Department:	SIL Services
Classification:	Non - Exempt	Division:	
Date:	02/06/2023	Approved:	Executive Director

JOB SUMMARY:

The case manager provides services for adults with mental health and substance use disorders and those otherwise enrolled in the Permanent Supportive Housing program that lies with the Supported Independent Living (SIL) Department of Woodley House. A primary focus of the case manager is providing housing navigation and housing stabilization services to those who have been chronically homeless and providing recovery-oriented services, integrating evidenced-based practices which are effective with a chronically homeless population.

ESSENTIAL FUNCTIONS:

1. Provide at least 20 hours of documented direct services to residents each week and ensure all requirements for reimbursement of services are met in the documentation and documented in the residents' electronic medical record. Billable services include PSH, Recovery Support Services and Community Support Services, as well as documenting services for private funders and contracted Medicaid MCO services. All services provided, regardless of eligibility for reimbursement must be documented.
2. Complete clinical and administrative documentation of residents in electronic medical record, as it pertains to weekly progress notes, crisis plans, medication compliance, and releases of information, informed consent, and unusual incidents reports. Complete progress notes on every contact with the resident or collateral contact by the next business day.
3. Conduct community outreach to locate and engage clients in order to prepare them to enter housing.
4. Develop a plan of intervention that addresses identified need for housing, on-going case management services, mental health services, and coordination of needed community services.
5. Provide Housing navigation services in accordance with regulations. Navigation services include but are not limited to assisting client to obtain necessary documents for housing voucher and finding apartments to lease.
6. Provide on-going case management support to assess progress and ensure treatment plan outcomes are met or changed as needed through housing navigation phase as well as continued through housing stabilization.
7. Conduct in-person meetings and total number of contacts per month according to regulations and more often as needed.
8. Meet with clients to provide therapeutic supportive case management services addressing mental health, functional, and housing barriers as needed to help clients obtain and maintain housing.
9. Conduct crisis and risk assessment, provide appropriate interventions as needed, and consult with supervisor, complete critical incident reporting within 24 hours in accordance with policies and contract requirements.

10. Provide crisis intervention services focused on enhancing the clients' ability to independently problem solve, use effective coping skills, and manage and self-coordinate own care.
 11. Consults with physicians, nurses, dietitians, and therapists to ensure streamlined and top-quality care for residents. Ensures residents have a connection to a primary care medical and psychiatric provider.
 12. Collaborate with the applicant/resident's community support network as indicated, including but not limited to their families, Core Service Agency (CSA) and Community Support Workers, Assertive Community Treatment (ACT) team and SUD Treatment providers.
 13. Provide intentional case management supports that move the client from a highly intensive level of service to a more independent, recovery-focused level of service as appropriate.
 14. Use evidence-based practices in service delivery such as Recovery-Oriented Mental Health Services, Motivational Interviewing and Harm Reduction
 15. Complete progress notes on every contact with client or collateral contact and for PSH, submit monthly summary notes as assigned. It is expected that case manager will write a note after every contact that will be included in the monthly summary note.
 16. Maintain and execute confidential information per HIPAA standards.
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ADDITIONAL RESPONSIBILITIES:

1. Collaborates with the SIL housing team on conducting and documenting regular housing inspections according to prescribed schedule and using the format required and submit subsequent facilities maintenance requests according to organization standards.
2. Fully cooperates with the organization's compliance and quality improvement program.
3. Performs additional related duties as assigned.

SKILLS, ABILITIES & KNOWLEDGE:

1. Must possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs.
2. Ability to work independently, detailed oriented, and within a team environment and exercise mature judgment.
3. Ability to provide community and in-home services on a regular basis.
4. Strong communication skills
5. Highly motivated self-starter with the ability to coordinate multiple projects/tasks simultaneously in a high-pressure environment.
6. Competency in computer skills i.e., use of Microsoft Office, Zoom, electronic health record system.

JOB QUALIFICATIONS:

1. Bachelor's Degree required, degree in a related field preferred and one year of experience providing case management services.
2. High school diploma or equivalent plus four years of experience working with vulnerable and marginalized populations, in lieu of the education requirements.

3. Homeless services, case management, mental health, and permanent supportive housing experience preferred.
4. Flexibility for work schedule to include some evenings and/or weekends as needed.
5. Driver's License is required.
6. Able to drive to multiple locations to meet with clients in the community.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (20lbs), and lifting (20lbs). Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Able to complete all forms in personal writing. Makes and receives telephone calls. Use of general office equipment, copier, scanner, fax machine Subjected to outside environmental conditions.