

Case Manager

Reports to:	Permanent Supportive Housing Case Manager Supervisor	Department:	Residential Services
Classification:	Non - Exempt	Division:	
Date:	07/10/2024	Approved:	Executive Director

JOB SUMMARY:

The Case Manager works with chronically homeless families. The case manager provides recovery-oriented services, integrating evidence-based practices that are effective with a chronically homeless population. Such evidence-based practices include, but are not limited to, Housing First, Motivational Interviewing, Recovery-Oriented Mental Health Services, Crisis Intervention, and Trauma-Informed Care.

ESSENTIAL FUNCTIONS:

1. Perform initial comprehensive assessments.
2. Develop a plan of intervention that addresses identified need for housing, ongoing case management services, mental health services, and coordination of needed community services.
3. Develop individualized care plans in collaboration with client, addressing short-term and long-term goals.
4. Provide housing navigation services in accordance with regulations. Navigation services include, but are not limited to, assisting clients to obtain necessary documents for housing voucher and finding apartments to lease.
5. Provide ongoing 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.
6. Conduct in-person meetings and total number of contacts per month, according to regulations and more often as needed.
7. 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.
8. 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.
9. 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.
10. Provide intentional case management supports that move the client from an intensive level of service to a more independent, recovery-focused level of service as appropriate.
11. Use evidence-based practices in service delivery such as Recovery-Oriented Mental Health Services, Motivational Interviewing and Harm Reduction.
12. Maintain documentation standards as set forth by regulations.
13. Complete progress notes on every contact with client or collateral contact and submit monthly summary notes as assigned. It is expected that the case manager will write a note after every contact that will be included in the monthly summary note.

14. Maintain and execute confidential information per HIPAA standards.
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ADDITIONAL RESPONSIBILITIES:

1. Fully cooperate with the organization's compliance and quality improvement program.
 2. Participate in staff meetings, treatment team meetings and trainings, as assigned.
 3. Perform additional related duties as assigned.
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SKILLS, ABILITIES & KNOWLEDGE:

1. Must possess a high level of tolerance and understanding for individuals and families who present for services with urgent multiple case management and health needs.
 2. Ability to work independently 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.
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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. Experience preferred in the fields of homeless services, case management, mental health, and permanent supportive housing in servicing families.
4. Flexibility for work schedule to include some evenings and/or weekends as needed.
5. Valid driver's license and willingness to drive to multiple sites in Washington, DC.

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.