

## **POSITION DESCRIPTION**

**Position:** Case Manager  
**Program:** Auburn Shelter  
**Reports to:** Program Manager

**Status:** Non-Exempt

**Date Prepared:** 10/15

### **POSITION SUMMARY:**

This position is responsible for the development of a housing plan to assist clients in developing a greater degree of self reliance. It will include accessing continuing education, employment, and addressing any bio, psycho, social issues that may lead to homelessness, criminal behavior, or otherwise non-productive lifestyles. This position will assist clients in meeting the housing eligibility requirements and will establish information related to housing opportunities and solutions to homelessness for clients.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  1. Provide records and services in compliance with Volunteers of America policies, regulatory and funding source requirements.
  2. Maintain positive relationships with program residents, Volunteers of America and all community service agencies.
  3. Maintain case management files on each participant which will include personal information, educational and job skills, short and long term plans to become self-sufficient in all areas of his/her life and documentation of participants progress and assistance in removing obstacles to set goals.
  4. Provide the evaluations of individual clients medical, physical, emotional, and psychological needs, coordinate employment and vocational training, placement and retention, co-ordinate housing search, co-ordinate recovery options and documentation of follow-up and placements. Assist in securing disability entitlement as needed and provide assistance in securing all viable income sources.
  5. Facilitate Living Skills Training Groups and Substance Abuse Educational groups.
  6. Provide crisis management as needed.
  7. Provide resource information and appropriate case planning specific to any participant who has a physical or mental impairment.
  8. Participate in Volunteers of America and outside training sessions.
  9. Perform other reasonably related duties as assigned by the Program Manager
  
- B. Responsible for assistance with client development.
  1. Liaison between clients and community service agencies to meet client needs.
  2. Maintain a list of all available community service and providers.
  3. Assure a safe, non-judgmental environment for the clients.
  4. Maintain positive, professional, relationships with clients and staff.
  5. Participate in agency and outside training sessions.

C. Record keeping and communication.

1. Maintain files on each participant which will include psycho-social information, short and long term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas.

D. Responsible for performing housing search and client placement to achieve established objectives of the department.

1. Provide ongoing orientation and assistance to prospective applicants for program services.
2. Maintain program waitlist and provide ongoing status feedback to prospective program participants.
3. Assess applicants and assist them in meeting eligibility requirements and assist applicants in completing program application and facilitation of program selection interviews.
4. Assist participants in completing Section 8 application, leasing and facilitate move-in progress.
5. Develop and maintain a current list of low income housing resources for participants referrals.
6. Facilitate orientations for local homeless service providers as needed.
7. Serve as program housing resources to provide alternative housing or program options as needed.
8. Maintain records of all services rendered.
9. Provide other documentation as required by funding source and/or VOA.
10. Attend VOA and other outside training.
11. Perform other related duties as assigned by Program Director.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires a Bachelor's Degree in Social Work or a related field or (3) years' experience working with the homeless population and CAC or CADC or experience working in alcohol/drug recovery programs. This position requires the ability to provide services to clients without ethnic or social prejudices and a working knowledge of real estate, credit and legal responsibilities of renters. This position requires ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license is required to operate VOA vehicles. Must have flexibility to work irregular hours and have the willingness to function as a team member. Computer skills preferred but not required.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Oral and written communication skills  
Ability to assist other people  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS**

Lift and move up to 25 pounds  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. This position is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**This job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_