

## **POSITION DESCRIPTION**

Position: **Case Manager**  
Program: Open Arms  
Reports to: Program Manager

Status: Non-Exempt  
Date Revised: 09/2016

### **POSITION SUMMARY:**

Open Arms Case Manager is responsible for developing case plans to assist the homeless people living with HIV/AIDS connect with resources such as medical, psychiatric, and substance abuse services. Open Arms Case management is a multi-step process to ensure clients secure their physiological needs, health management, obtain or increase a source of income and attain housing placement. The Case Manager will be effectively responsive to clients' safety and needs during a crises. It will include accessing continuing education, employment, housing and addressing any bio, psycho, social issues that may lead to homelessness, criminal behavior, or otherwise non-productive lifestyles.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  - 1. Provide crisis management as needed.
  - 2. 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.
  - 3. Active outreach with other agencies that will benefit the specific needs of the Open Arms participants.
  - 4. Provide records and services in compliance with Volunteers of America policies, regulatory and funding source requirements.
  - 5. Maintain positive relationships with program residents, Volunteers of America staff and all community service agencies.
  - 6. 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.
  - 7. Facilitate Living Skills Training Groups and Substance Abuse Educational groups.
  - 8. Provide resource information and appropriate case planning specific to any participant who has a physical or mental impairment.
  - 9. Participate in Volunteers of America and outside training sessions.
  - 10. 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 services 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.
  2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
  3. Maintain daily, clear and thorough communication with the CEO on all areas of responsibility listed in this job description.
  
- D. Responsible for all areas of daily program maintenance in compliance with company policies.
  1. Document and report all client concerns and/or infractions that can impact the program security.
  2. Secure approval for exceptions to standard policy.
  3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  5. Provide emergency shift coverage as needed.
  6. Perform reasonably related duties as assigned by the Manager.
  
- E. Responsible for training and development of new staff.
  1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
  2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
  3. Serve as part of the program development team by providing information and support for the development of quality operations.
  4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
  
- F. Responsible for self-development.
  1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**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 demonstrated ability in record keeping, good written and verbal communication skills, knowledge of problems unique to women, minorities, persons with disabilities, substance abusers and general homeless population. 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 any Volunteers of America vehicle.

**SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
 Ability to assist and motivate other people  
 Organizational skills  
 Analytical and decision making ability

Statistical and mathematical skills  
Computer Skills

**PHYSICAL REQUIREMENTS**

Lift and move up to 10 pounds  
Stand, walk and sit frequently  
Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Program Manager. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

Assigned volunteers

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

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

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Program Manager.

**NUMBER OF EMPLOYEES**

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**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: \_\_\_\_\_