

## POSITION DESCRIPTION

Position: Outreach/Case Manager  
Program: ReStart  
Reports to: Program Director

Status: Non-exempt  
Date Revised: 11/2017

### POSITION SUMMARY:

Coordinate and monitor services for clients with mental illness who may be homeless or at risk for homelessness through assessment of client needs, treatment planning, linking clients to agency and mainstream resources, and advocacy with the goal of maximizing client's access to mental health treatment, housing, and financial benefits in an effort to stabilize and increase client's self-sufficiency.

### OBJECTIVES/ACTIVITIES:

Responsible for case management.  
Complete screening and assessments with clients.  
Determine client eligibility for services.  
When appropriate, schedule follow-up appointment for client or link client to appropriate Restart personnel.  
Explain and link clients to agency and community services.  
Assist clients in accessing community services when appropriate.  
Assist clients with money management or make referral when appropriate.  
Provide crisis intervention.  
Inform clients of housing options.  
Maintain a case load of clients.  
Review client intake packet to make sure all required documents are accurately filled out and complete, and open the client chart.  
Enter HMIS client data into Clarity data base.  
Make sure client chart is opened by 3<sup>rd</sup> appointment and all required documents are accurately filled out and completed.  
Complete client social history by 3<sup>rd</sup> appointment when appropriate  
Maintain adequate case notes in DAP format.  
Review Comprehensive Service Plan with client within 90 days.  
Close file after 90 days of no contact with client.  
Advocate on behalf of the client.  
Make CPS and APS reports when appropriate.  
Discuss difficult clients with supervisor.  
Serve as a community liaison between Restart and other agencies to disseminate information to other agencies and to provide other agency clients with appropriate referrals.  
Respond to agency inquiries and return calls to other organization within one working day.  
Maintain client confidentiality.  
Participate on a multi-disciplinary team to conduct weekly outreach to engage people living on the streets, shelters, weekly motels, or institutions.  
Discuss barriers to treatment and encourage those living in homeless situations to seek alternatives to their situation.  
Provide statistics on outreach contacts when requested.  
Participate in Volunteers of America and outside training sessions.  
Perform other reasonably related duties as assigned by the supervisor.

B. Responsible for training and development of new staff.

Assist in department orientation and training for new employees as requested to assure quality work outcomes.

Identify appropriate ongoing training for both new and existing staff and report needs to management.

Serve as part of the program development team by providing information and support for the development of quality operations.

Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

C. Responsible for self-development.

Continually learn and enhance technical and interpersonal skills.

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. Three years experience working with the homeless population and CAC or CADC or experience working in alcohol/drug recovery programs is preferred. 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 Nevada driver's license is required.

#### 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

Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

#### 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 supervisor. 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 Director.

NUMBER OF EMPLOYEES:

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**This Outreach Case Manager 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 \_\_\_\_\_