

## POSITION DESCRIPTION

Position: Case Manager  
Program: ReStart  
Reports to: Lead Case Manager

FLSA Status: Non-exempt  
Date Revised: 1/2021

### POSITION SUMMARY:

Coordinate and monitor services for clients who may have a mental illness and are homeless or at risk for homelessness through assessment of client needs, service 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. The Case Manager is responsible for assuring quality services compassionately and professionally as it relates to the specific program objectives. Work is performed in a cost-effective and services-oriented manner related to the established organizational standards.

### OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work to accomplish the established objectives of the department.
  - 1. Foster an environment free from ethnic or social prejudices and/or judgment.
  - 2. Complete incident reports as required.
  - 3. Communicate with participants, external service providers, and co-workers in a professional manner.
  - 4. Respond to client questions and concerns.
  - 5. Provide clients with a supportive environment.
  - 6. Comprehend and adhere to ethical guidelines and confidentiality laws.
  - 7. Communicate and comprehend oral and written instructions.
  - 8. Report all infractions of policies to the appropriate manager or director.
  - 9. Perform other duties as assigned.
  
- B. Responsible for case management.
  - 1. Complete screening and assessments with clients.
  - 2. Determine client eligibility for services.
  - 3. Participate in street outreach as requested.
  - 4. Schedule a follow-up appointment or link the client to appropriate Restart personnel.
  - 5. Explain and link clients to agency and community services.
  - 6. Assist clients in accessing community services when appropriate.
  - 7. Provide crisis intervention.
  - 8. Inform clients of housing options.
  - 9. Maintain a caseload of clients.
  - 10. Ensure all intake paperwork is complete and accurate.
  - 11. Request appropriate releases of information as required.
  - 12. Enter HMIS client data into Clarity database accurately and within 24 hours.
  - 13. Open client chart and ensure all the required documents are accurately filled out and completed.
  - 14. Complete client's social history.
  - 15. Complete the individualized service plan with client-driven goals
  - 16. Maintain adequate case notes in DAP format.
  - 17. Review individualized service plan with the client and update as progress is made.
  - 18. Close client files per guidelines outlined within company policies and procedures.
  - 19. Advocate on behalf of the client.

20. Make CPS and APS reports when appropriate.
21. Discuss difficult clients with supervisor.
22. 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.
23. Attend other agency events and meetings to collaborate on our services.
24. Respond to agency inquiries and return calls to other organizations within one working day.
25. Maintain client confidentiality.
26. Participate in Volunteers of America and outside training sessions.
27. Perform other reasonably related duties as assigned by the supervisor.

C. 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 developing quality operations.
4. Maintain an above-average working knowledge of fire, safety, and health standards to ensure safe work environment for clients and all personnel.

D. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training and complete required certifications, i.e., CPR, First Aid, etc.

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/or related field is preferred. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to adults, families, 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 and the ability to meet the organization's insurance carrier guidelines are required. Must undergo a criminal background check.

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  
 Available for occasional after-hours or weekend events  
 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.

PHYSICAL REQUIREMENTS:

Lift and move up to 20 pounds  
Stand, walk, and sit frequently  
Bend and stoop occasionally  
Climb stairs regularly

NATURE OF SUPERVISION RECEIVED:

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

SUPERVISION EXERCISED:

This position does not supervise. However, it may be delegated the responsibility to oversee staff and interns as business needs arise.

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 the 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, the Case Manager Supervisor must approve all expenditures.

NUMBER OF EMPLOYEES:

No employees report to this position.

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