

POSITION DESCRIPTION

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

Status: Non-Exempt
Date Revised: 6/2024

POSITION SUMMARY:

The Case Manager will be responsible for developing case plans to assist homeless people living with HIV/AIDS to 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 participants will graduate with a housing plan. The Open Arms Case Manager is responsible for outreach with other agencies to attain applicant referrals that will ensure shelter beds are occupied. The Case Manager will be responsible for the proactive forecasting of potential exiting clients and maintaining the shelter wait list. While on site, the Case Manager will be effectively responsive to clients' safety and needs during crises, which will include assessing continuing education, employment, housing and addressing any bio, psycho, or social issues that may lead to homelessness, criminal behavior, or otherwise non-productive lifestyles. The Case Manager will coordinate with the Program Manager all aspects of the details denoted in the position summary and job description details below.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
1. Make plans to achieve outreach, shelter bed occupancy, and waitlist goals.
 2. Perform active outreach with other agencies that will benefit the specific needs of the Open Arms participants and attain applicant referrals that will ensure shelter beds are occupied.
 3. Coordinate the process of assessment, intake, enrollment, and medication recording.
 4. Provide one-on-one weekly housing counseling with individualized assessments and assistance in locating and securing housing.
 5. Assist participants in connecting with community services for any additional help needed for housing options, including transportation referrals as needed. Provide limited outreach assistance to assigned residents who are permanently housed to prevent the return to homelessness.
 6. Assist in the process of medication management and control. Follow all client medication policies, maintain the security of narcotics, and drug Schedules IV and V. Have or gain familiarity of medications and side effects.
 7. Provide the evaluations of individual clients' medical, physical, emotional, and psychological needs. Coordinate employment and vocational training, placement and retention, coordinate 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.
 8. Maintain positive relationships with program residents, Volunteers of America staff and all community service agencies.
 9. 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, documentation of participants' progress, and assistance in removing obstacles to set goals.
 10. Facilitate weekly, Housing Resource Education Groups, Living Skills Training Groups, and Substance Abuse Educational groups.
 11. Provide one on one case management meetings that are tailored to the client specific need; resource information and appropriate case-planning specific to any participant who has a physical or mental impairment.
 12. Participate in Volunteers of America and outside training sessions.

13. Perform other reasonably related duties as assigned by the Program Manager

B. Responsible for assistance with client development.

1. Maintain a list of all available community services and providers.
2. Assure a safe, non-judgmental environment for the clients.
3. Maintain positive, professional, relationships with clients, staff, and external constituents.
4. Participate in agency and outside training sessions.

C. Record keeping and communication.

1. Maintain files on each participant, which will include psychosocial information, short- and long-term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals.
2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
3. Maintain daily, clear and thorough communication with the Program Manager on all areas of responsibility listed in this job description.

D. Assisting in 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 or safety.
2. Notify Program Manager of potential workflow problems and resource needs necessary to attain performance standards, including observation of staff work ethics that may impact the flow of site operation and HIPPA confidentiality.
3. Provide emergency shift coverage as requested by Program Manager.
4. Support the cleanliness, organizational, safety, and security of program site.
5. Perform reasonably related duties as assigned by the Program Manager.

E. 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. continued viral illness education, 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. Continued learning/awareness related to the multi-faceted aspects of viral illnesses. 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, proof of insurance and clean driving record 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 to successfully perform job duties and responsibilities

PHYSICAL REQUIREMENTS

Lift and move up to 25 pounds
Stand, walk, and sit frequently
Bend, stoop, run occasionally

NATURE OF SUPERVISION RECEIVED:

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

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

0

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.

Employee Signature _____ Date Signed _____