

POSITION DESCRIPTION

Position: Case Manager
Program: Meadowview Navigation Center Status: Non-exempt
Reports to: Shelter Director Date Revised: 06/2024

POSITION SUMMARY:

The Case Manager is responsible for the development of a case management plan to assist the shelter guests in developing a greater degree of self-reliance and independence. It will include linking guests to education, employment, budgeting strategies/ money management and addressing any bio, psycho, social issues that may lead to homelessness, criminal behavior, or otherwise non-productive lifestyles. The position will also assist guests with housing location as well as provide assistance on reducing barriers so clients can meet the eligibility requirements of various housing programs within the community.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
1. Provide records and services in compliance with program policies, regulatory and funding source requirements.
 2. Maintain positive relationships with program guests, landlords, Volunteers of America staff and all partner agencies. Facilitate a “warm handoff” by communicating with staff from the referred agency to introduce the guest.
 3. Create and maintain case management files on each guest which will include personal information, educational and job skills, short and long term plans to become self-sufficient in all areas of their life, documentation of guests’ progress and assistance in removing obstacles to set goals.
 4. Ensure guests are linked to and assisted in accessing medical health, mental health, and any needed alcohol and other drug services to address barriers to housing.
 5. Work with Housing Locator and other agencies to provide assistance to guest for housing placement and housing stabilization.
 6. Assess guests and assist them in meeting eligibility requirements and assist in completing program applications and facilitation of program selection interviews.
 7. Facilitate Living Skills Training Groups and Substance Abuse Educational groups.
 8. Document all follow-up and placements.
 9. Assist guests in obtaining or increasing income to become self-sufficient. This includes coordinating the completion and submission of applications for public benefits and entitlements (i.e. general assistance, SNAP, SSI/SSDI, veteran benefits), health insurance benefits (i.e., Medi-Cal, Medicare, Covered California, etc.) and other sources of financial assistance.
 10. Provide crisis management as needed and mediate conflicts.
 11. Complete all discharge paperwork in a timely fashion.
 12. Complete budget and housing stabilization plans with guests.
 13. Provide resource information and appropriate case planning specific to any guest who has a physical or mental impairment.
 14. Provide other documentation as required by funding sources and/or VOA. This includes entering into HMIS any and all referrals and services provided to guests.
 15. Perform other reasonably related duties as assigned.

- B. Responsible for assistance with guest development.
 - 1. Liaison between guests and community service agencies to meet guests needs.
 - 2. Maintain a list of all available community services and providers.
 - 3. Assure a safe, non-judgmental environment for the guests.
 - 4. Maintain positive, professional, relationships with guests and staff.
 - 5. Participate in agency and outside training sessions.

- C. Record keeping and communication.
 - 1. Maintain files on each guest's 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 and collecting financial information.
 - 2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
 - 3. Maintain daily, clear and thorough communication with manager on all areas of responsibility.

- D. Responsible for all areas of daily program maintenance in compliance with company policies.
 - 1. Document and report all guest concerns and/or infractions that can affect the program security.
 - 2. Secure approval for exceptions to standard policy.
 - 3. Notify management of potential workflow problems and resources 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.

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

- F. 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:

A Bachelor's Degree in Social Work or a related field is highly desired. Three (3) years of experience working with the homeless population is required. Working knowledge of all evidence-based practices in ending homelessness required. CAC/CADC or experience working in alcohol/drug recovery programs preferred. The Case Manager must have a working knowledge of property management, fair housing laws, and credit statements. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and disabilities or mental illness, substance abuse and recovery, low

income, and the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment, recertification as necessary and T.B. testing annually. A valid California driver's license and ability to meet organizations insurance carrier guidelines 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
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, LBGQTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary.

PHYSICAL REQUIREMENTS:

Lift and move up to 40 pounds
Stand, walk and sit frequently
Climb stairs regularly
Bend, stoop and kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Care Coordinator/Case Management Supervisor. Must be able to work independently toward 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, guests, and all levels of 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 guests. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible. All expenditures must be approved by manager.

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.

Employee Signature _____

Date Signed _____