

CATHOLIC SOCIAL SERVICES

JOB DESCRIPTION

TITLE: Case Manager
PROGRAM: BFS Medical Respite
STATUS: Full-time / hourly / non-exempt
SUPERVISED BY: BFS Medical Respite Program Manager
UPDATED: 1/11/17

JOB SUMMARY: BFS Medical Respite is a medical respite program, located on site at Brother Francis Shelter. Its operation encompasses services 24 hours a day, seven days a week, serving up to 10 patient-guests. The Case Manager (CM) focuses on working with patient-guests of the program to improve outcomes and thereby assist patient-guests to move on to more stable housing. The CM develops custom plans as needed to address barriers to housing while upholding the ideals of empowering patient-guests.

QUALIFICATIONS:

Competencies: Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Excellent interpersonal skills; compassion is a must. Demonstrate dependability, maturity and initiative. Ability to gather information and assess client situation rapidly and accurately. Flexibility to deal effectively with a variety of people, situations, problems and changes. Ability to establish and maintain professional boundaries. Ability to accept supervision and work with other staff and community social service workers cooperatively.

Education / Experience: High School Diploma. Two years of experience working with the homeless, and knowledge of current professional standards of case management.

Skills: Committed to collaboration and shared decision-making is a key part of leadership style. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Must have excellent written and oral communication skills; time management skills; ability to write clear accurate case management notes; ability to type on the computer; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications.

RESPONSIBILITIES:

Program Administration

- Coordinate and/or conduct orientation/intake meetings with new patient-guests to explain BFS Medical Respite program policies and procedures.
- Obtain and prepare required client information for data entry into countywide Homeless Management Information System (HMIS) database.
- Provide crisis intervention as needed.

Case Management

- Conduct assessment of program participant's current level of self-sufficiency.
- Assist program participant with developing a service plan, to include goals and objectives, based on needs identified in self-sufficiency assessment, while facilitating choices, autonomy, self-determination of the patient-guests.
- Thoroughly and accurately, document all meetings with patient-guests in their record.
- Maintain records in accordance with agency standards.

- Meet with patient-guests as prescribed by service plan.
- Coordinate service provision among different providers as needed.
- Complete monthly statistics on case management services, provide the statistical data to the program manager.

Advocacy

- Advocate for participants in housing referrals, specialized counseling, employment, medical and mental health services, transportation and any other needed services.
- Maintain current knowledge of and professional working with community resource and service providers.
- Provide crisis-intervention and avoiding retraumatization of patient-guests.
- Assist with coordination of transportation to medical appointments etc.
- Make follow up contacts to determine patient-guests' status in housing placement, treatment or health related facilities.

Other duties as assigned.

Physical Requirements: Ability to climb stairs and to lift a minimum of 20 lbs.

- **Training Requirements:** Attend agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens. Attend all staff meeting and in service training as required. Must possess a valid AK driver's license and must have own insured vehicle. Must be flexible to work varying hours and days of the week.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature_____

Date_____

Supervisor Signature_____

Date_____