

CATHOLIC SOCIAL SERVICES

JOB DESCRIPTION

TITLE: Case Manager – Clare House
PROGRAM: Homeless Family Services
STATUS: Full-time / Non-exempt
SUPERVISED BY: HFS Program Manager- Clare House
UPDATED: 4/16/2021

JOB SUMMARY: The role of the housing case manager is to collaborate with individuals and families experiencing homelessness to help assess, plan, implement, coordinate, monitor and evaluate the options and services required to meet the client's health and housing needs. The work of a housing case manager is complex and involves direct interaction with the client as well as the client's formal and informal supports as the client transitions to permanent stability. Permanent stability is defined as stable housing, income, and social and emotional well-being.

EDUCATION/EXPERIENCE: Minimum of a High School Diploma and two years' experience working with people experiencing homelessness. BA in social services, psychology or related field is preferred. Fluency in the English language is required. Ability to speak Spanish, Samoan, Yupik, Tagalog, or another language, other than English is an added asset but is not required. SOAR certified or successful completion of SOAR certification with 90 days of hire.

SKILLS: Must have excellent written and oral communication skills; time management skills; ability to write clear, accurate client notes; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications. Must be/become proficient in HMIS/Apricot and all evidenced-based practices used to include but not limited to motivational interviewing, trauma informed care, critical time intervention, person-centered case management.

COMPENTENCIES: Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect as well as successfully achieve the following:

1. Relationship building:

- a. Ability to engage with people in a culturally appropriate and non-judgmental way.
- b. Commitment to empowering others to solve their own problems.
- c. Belief in the capacity of people to grow and change.
- d. Establish supportive relationships with clients while adhering to appropriate boundaries.
- e. Ability to accept supervision and work collaboratively with other personnel and/or service providers or professionals.

2. Case Management:

- a. Commitment to "strengths based" case management and a belief in every person's right to self-determination.
- b. Conduct full intake and assessment to determine client's needs and goals.
- c. Assess client's strengths and barriers as they pertain to housing, employment, and other service needs.
- d. Connect clients to necessary services to include treatment for substance misuse, mental health providers, primary care providers, job search tools, housing, etc.
- e. Create housing stabilization plans, goal plans and monthly budgets with clients.
- f. Engage client in collaborative housing process by involving client in a housing search that meets client needs, promotes consumer choice, is accessible to familiar services and supports and fits grant requirements.

- g. Coordinate with landlord liaison to address landlord concerns and other housing-related concerns.
- h. Meet with clients regularly to empower clients and to intervene appropriately to meet service goals.
- i. Use Critical Time Intervention as a case management/care coordination model.
- j. Maintain knowledge of community resources, social service agencies, and landlords.
- k. Maintain an appropriate caseload as determined by supervisor and the funder.
- l. Transport clients as deemed necessary.
- m. Attend Coordinated Entry meetings.
- n. Provide crisis intervention as needed
- o. Understanding client's living space: location of room, common areas to utilize, etc.
- p. Implement family assessment to include goals/assessments for children in the household.
- q. Other duties as assigned

3. Data

- a. Utilize DAP (Data, Assessment and Plan) note formatting when entering case notes into the database
- b. Enter all case notes and service transactions into HMIS with 48 hours.

4. Shelter Support

- a. Answering phones/doors
- b. Donations/Donors

5. Training and Supervision

- a. Participate in the following:
 - i. Onboarding training activities.
 - ii. Monthly trainings, staff meetings and in-service trainings as required.
 - iii. Motivational interviewing skills building groups.
 - iv. Weekly case conferencing.
 - v. Weekly supervision with immediate supervisor.

PHYSICAL REQUIREMENTS: Ability to climb stairs and to lift a minimum of 25 lbs.

LICENSES: Valid Alaska Driver's License. Car insurance. Access to reliable insured vehicle to be used for work-related travel in the Anchorage area.

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 _____