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| C:\Users\tim.young\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\40D47DFC.tmp  **MISSION**  *To provide affordable quality health care for our community.* | **JOB DESCRIPTION**  **POSITION: Case Manager**  Reports to: Housing Program Manager  Revised: October 2019  Department: Social Services  FLSA: Non-Exempt |

**Job Purpose:**

The Housing Case Manager is responsible for providing direct services to homeless and formerly homeless persons to establish and maintain permanent housing, increase client self-sufficiency, and enhance clients’ overall wellbeing.

**Essential Job Functions including, but not limited to:**

1. **Satisfies Core Competencies**

* Accepts responsibility for ensuring that performance meets the standards of the professional, ethical and relevant legislated requirements.
* Adheres to the program standards and agency policies in the provision of services to clients.
* Demonstrates cultural competency and commitment to patients.

1. **Case Management**
   * Conduct assessments and reassessments as required.
   * Develop individual services plans (care plans) that utilize various community resources, act as advocate on behalf of clients, and monitor service delivery.
   * Monitor, evaluate, and revise plans as indicated.
   * Build a relationship with housing landlords and/or rental units’ staff.
   * Inspect units for occupancy to ensure required habitability standards are met.
   * Complete home visits as required.
   * Contact agencies and make referrals in the best interest of client/family on an ongoing basis.
   * Submit monthly rental vouchers.
   * Monitor client’s ability to achieve and maintain self-sufficiency within the home environment.
   * Identify clients to participation in other program activities including educational and occupational activities.
   * Identify individuals who would benefit from a support group and arrange for their participation.
2. **Other Duties** 
   * Maintain patient confidentiality and comply with all federal and state health information privacy laws.
   * Participate in ongoing quality improvement objectives.
   * Resolve or address client requests within a timely manner.
   * Share social service information and expertise regarding caseload with other team members and work in a collaborative mode with other team members.
   * Develop and deliver presentation to community members regarding the housing program on an as-needed basis for the program.
   * Performs related duties as assigned.
3. **Reporting and Program/Staff Development**

* Document all services and contact in the client record.
* Record and update data in Homeless Management Information System (HMIS).
* Prepare progress reports as required by Supervisor
* Attend all mandatory meetings and trainings assigned by supervisor.

**Required Education:**

* A bachelor’s or master’s degree preferred but may be substituted for 4 to 5 years of experience in a social service or public setting.

Skills, Licensure and Knowledge Requirements:

* Ability to Work with Diverse Populations
* File Management and Organization
* Excellent Verbal and Written Communication
* Data Entry, Attention to Detail
* Experience with Microsoft Word and Excel.

**Physical Demands:**

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone keyboard reach
* Specific vision abilities required include close vision requirements due to computer work
* Light to moderate lifting is required

**Work Environment:**

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Moderate noise (i.e. business office with computers, phone, and printers, light traffic).
* Ability to work in a confined area.
* Ability to sit at a computer terminal for an extended period of time**.**

**Travel or Special Requirements:**

Driving during the workday as well as local or out of state travel may be required to perform job duties.

I read and understand the requirements to fulfill the responsibilities associated with this job description.

I agree to abide by all the duties and responsibilities for the job including and reasonable request from my supervisor. I also understand that I will be evaluated based on these job specific performance standards.

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Employee Name Employee Signature Date