

**Position Title:** Intensive Case Manager

**Property Focus:** Formerly Homeless individuals/Veterans and Families

**FLSA Status:** Non-exempt

Preferred Hiring Range: \$22.33 to \$26.28

Full Pay Range: \$22.33 to \$30.22

Hiring rates are determined by skills, knowledge, experience, and internal equity.

### **General Nature & Scope of Work**

The Case Manager position for Linc Housing will be part of the Intensive Case Management Services team that will work with formerly homeless individuals with chronic medical conditions and co-occurring disorders. This position will report directly to the Senior Case Manager of ICMS and is responsible for the coordination of services utilizing best practices such as motivational interviewing, harm reduction, critical time intervention and stages of change. The sole function of Linc Housing's Intensive case management services program is to mitigate the risk of individuals losing their housing by enhancing their ability to problem solve, use effective coping skills and manage and self-coordinate own care. In addition, the Case Manager will work closely with families, including children as well as a variety of partners such as property management, housing locators, third party service providers, and other Linc staff.

### **Illustrative Examples of Work/Essential Job Functions**

- Work closely with referring agencies such as the VA and local Housing Authorities
- Assist with paperwork required for lease up process.
- Work in collaborative and productive partnership with Linc staff, VA staff and property managers.
- Develop and maintain rapport with community; establish connections to mental health, substance abuse, employment, health, housing retention and other needed services.
  
- Provide strength-based case management and service coordination services designed to assist with reaching treatment plan goals.
- Manage and facilitate the community Collaborative.
- Formulate a plan of intervention acceptable for the resident; proactively facilitates adjustment in the care plan or services when necessary to promote enhanced outcomes.
- Learn and maintain knowledge of community agencies and procedures, along with any modifications to those procedures.
- Provide programs and support groups that promote good physical and mental health, positive social development, and strong academic performance for residents of all ages.
- Provide interventions and crisis management services as needed.
- Conduct individual, group, assessments support sessions and residential programs for all residents.
- Attend scheduled team meetings and trainings.
- Report abuses as mandated reporter.
- Attend appointments with clients, monthly and as needed.
- Maintain and submit time sheets, mileage logs, data reports, and other required documentation accurately and in a timely fashion.
- Provide coverage for programs which occur occasionally during evening and weekend hours.

## **Knowledge, Skills & Abilities**

Knowledge of:

- Well-developed psychosocial assessment and intervention skills.
- Basic computer knowledge, MS Word and Excel required; PowerPoint preferred.
- Flexibility required regarding scheduling and prioritizing of tasks.
- Ability to utilize critical thinking skills and good judgment in decision-making situations, good organizational and record-keeping skills, ability to establish and carry out complex plans of care for key diagnoses, with HIPAA (Health Insurance Portability and Accountability Act) rules and guidelines.
- Implementation of housing first principles in provision of services with motivational interviewing, critical time intervention, harm reduction and trauma informed care strategies.
- Permanent Supportive Housing Models.

Skill Level:

- Superior writing and communication skills.
- Understanding of HMIS (Homeless Management Information System)
- Proficient in the use of personal computers and related software applications.
- Superior at completing intake, assessments, and service plans.
- Superior at maintaining documentation, including progress notes for every contact with individual.
- Experience with maintaining compliance with HIPPA policies and practices.
- Excellent at working with culturally diverse set of community-based organizations and residents.
- Excellent at implementing programs and working as part of a team.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, other departments, residents, property management, city staff, program partners, key stakeholders, and the public.

Ability to:

- Implement and manage day to day tasks related to intensive case management services
  - Attending local appointments with clients may be required
  - Work with single individuals and families.
  - Ensure treatment plan goals are being met or updated as needed.
  - Manage multiple priorities in a fast-paced environment.
  - Provide services with dignity and in a non-judgmental manner.
  - Work well independently as well as part of a team.
  - Facilitate life skills and other support groups.
  - Communicate via email, telephone and in writing on a frequent basis.
  - Work a flexible schedule, including evenings and weekends; travel to sites up to 50% of the time.
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- Demonstrate cultural sensitivity in working with multiracial and multilingual communities.

## **Education & Experience & Skill Sets.**

- Relevant case management experience or experience with mental health services, substance use/co-occurring disorder or with vulnerable populations providing intensive case management. Experience working with veterans and their families a plus.
- A minimum of two years experience working with homeless individuals, preferably those living with mental illness and/or substance addictions, or an equivalent combination of education and experience.
- Ability to communicate and work effectively with a diverse group of residents, staff and community members.

- Strong oral and written communication skills.
- Experience working in a crisis setting and ability to respond appropriately in an emergency.

### **Physical Demands/Working Conditions**

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

- Work is performed in an office environment and in the community, under pressure and requires the ability to quickly adjust to changing priorities and demands.
- While performing the duties of this job, the employee is frequently required to stand, walk, reach with arms and hands, climb, balance, twist, lean, move from one location to another, stoop, kneel, crouch or crawl and sit and use a keyboard.
- Travel by various modes of private and commercial transportation within the region may be required.
- The work environment will usually be in a recreational room or common area. The noise level is usually moderate but will vary depending on activity participating in.
- Must be physically capable of climbing, standing and lifting at least 10 pounds.

**The statements contained in this job description reflect general details as necessary to describe the primary functions of this position, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.**