



## ICMS CASE MANAGER – JOB POSTING

**POSITION TITLE:** Senior Case Manager – Intensive Case Management Services

**FLSA STATUS:** Exempt

**Preferred Hiring Range:** \$68,640 to \$72,758

**Full Range:** \$68,640 to \$83,672

Pay is based on experience, skills, and internal equity.

**Benefits** include paid sick and vacation time; medical; dental and vision coverage; long term disability; 401(k) with match; FSA

### POSITION SUMMARY

The Senior Case Manager is part of the Intensive Case Management Services team that works with formerly homeless individuals with chronic medical conditions, co-occurring disorders, and are high utilizers of the Department of Health Services (DHS). This position is responsible for the delivery of and coordination of services utilizing best practices such as motivational interviewing, harm reduction, critical time intervention and stages of change. As well as overseeing a team of case managers. The sole function of Linc Housing's Intensive Case Management Services team 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.

### ESSENTIAL FUNCTIONS

- Work in collaborative and productive partnership with Linc staff, and agencies such as Coordinated Entry System (CES), Department of Health Services, Department of Mental Health (DMH), Veteran's Affairs (VA), property management, and housing navigators
- Supervise a team of case managers at one or more properties
- Oversee the services component of the lease up team, assist with documentation and maintain tracking log of lease up progress
- Develop and maintain a 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

- Formulates 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
- Conduct individual, group, and family counseling or support sessions as appropriate
- Report abuse as a mandated reporter and submit incident reports in a timely manner
- 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

## **KNOWLEDGE, SKILLS & ABILITIES**

### Knowledge of:

- Crisis intervention and psychosocial assessment techniques with proven ability to effectively manage high-stress situations
- Critical thinking and decision-making skills crucial for complex care management
- Housing first principles and best practice approaches such as motivational interviewing, critical time intervention, harm reduction, and trauma-informed care
- Supervisory strategies and team leadership, particularly in a multidisciplinary setting
- Systems and tools including HMIS (Homeless Management Information System), CHAMP (Comprehensive Health Accompaniment and Management Platform), Coordinated Entry System, and VI-SPDAT (The Vulnerability Index – Service Prioritization Decision Assistance Tool)
- Legal and ethical standards for maintaining confidentiality according to HIPAA regulations
- Cultural sensitivity and the ability to interact effectively in a diverse community

### Skill Level:

- Completing detailed intake assessments and developing comprehensive service plans
- Organizational and record-keeping to manage complex cases and documentation requirements
- Building and maintaining effective working relationships with various stakeholders including employees, residents, property management, and community partners

### Ability to:

- Manage multiple priorities and adapt to changing environments in a fast-paced setting
- Work both independently and collaboratively within a team, demonstrating mature judgment and leadership
- Implement day-to-day operations of intensive case management services effectively

## **EDUCATION & EXPERIENCE REQUIREMENTS**

A combination of education and related experience may substitute for education requirements.

- Bachelor's degree in Social Work or other Social Science field preferred. Relevant case management experience or experience with mental health services, substance use/co-occurring disorder, or with vulnerable populations providing intensive case management may substitute for degree requirements
- A minimum of four years' experience working with homeless individuals, preferably those living with mental illness and/or substance addictions, or an equivalent combination of education and experience
- Bilingual preferred
- 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 accommodation 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 may be required to stand, walk, reach with arms and hands, climb stairs, stoop, kneel, and sit and use a keyboard
- 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
- Travel by various modes of personal, private, and commercial transportation within the region may be required
- May be required to lift up to 10 pounds

The statements contained in this position 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.