



## LINC HOUSING POSITION DESCRIPTION

**POSITION TITLE:** Case Coordinator/Workshop Facilitator

**FLSA STATUS:** Non-exempt

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### POSITION SUMMARY

The Case Coordinator/Workshop Facilitator position for Linc Housing will be part of the Resident Services team that supports individuals to increase their access to skills, mainstream benefits, and linkages to resources residents may need to be successful in goal completion. This position will report directly to the Senior Case Manager and is responsible for the integration of services and case coordination. The Case Coordinator/Workshop Facilitator will work with resident's one-on-one, providing support for residents who are not referrals from DHS or DMH. The Case Coordinator/Workshop Facilitator 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. They will also conduct outreach as well as organize and run workshops and programs for all residents within the community.

Linc Housing is committed to working in partnership with service agencies and residents to create thriving communities where individuals and families can have stable housing, achieve overall wellness and personal growth, and have equal access to a full life.

### ESSENTIAL FUNCTIONS

- **Case Coordination Plan:**
  - Establish and implement a detailed case coordination plan for every resident.
  - Regularly monitor and adjust the plan based on resident progress and changing needs.
- **Resident Assessment and Goal Monitoring:**
  - Conduct thorough resident assessments upon intake and annually.
  - Develop and maintain a schedule to monitor and achieve goal plans with residents.
- **Referral and Linkage to Services:**
  - Assist residents with referrals to additional services and opportunities.
  - Establish and maintain connections to mental health, substance abuse, employment, health, housing retention, and other essential services.
- **Outreach and Engagement:**
  - Engage continuously with residents and service organizations.
  - Facilitate connections to necessary services and support systems.
- **Community Engagement and Programs:**
  - Provide or facilitate weekly life skills workshops and community building activities.

- Promote good physical and mental health, positive social development, and strong academic performance through relevant programs and support groups.
- Conduct individual and group assessments, support sessions, and residential programs for all residents.
- Provide coverage for programs that occasionally occur during evening and weekend hours.
- **Collaboration and Communication:**
  - Communicate effectively with Linc staff and property managers.
  - Work collaboratively to ensure the well-being of the community.
- **Resident Rapport and Support:**
  - Develop and maintain strong relationships with residents and their families or friends.
  - Develop and maintain open lines of communication with providers.
  - Provide strength-based service coordination to help residents achieve their treatment plan goals.
  - Attend appointments with clients regularly as needed.
  - Recognize evidence-based approaches when interacting with residents such as harm reduction, trauma-informed care, motivational interviewing, and strength-based recovery.
- **Knowledge Maintenance:**
  - Stay informed about community agencies and procedures, including any updates or changes.
  - Attend scheduled team meetings and training sessions to stay updated and improve skills.
  - Identify further professional development opportunities.
- **Crisis Management:**
  - Provide interventions and crisis management services as required.
  - Formulate and adjust intervention plans as needed to enhance resident outcomes.
- **Mandated Reporting:**
  - Report abuses as required by law.
  - Maintain knowledge of updated reporting requirements.
- **Documentation and Reporting:**
  - Accurately maintain and submit time sheets, mileage logs, data reports, and other required documentation in a timely manner.
  - Utilize social services platforms to submit accurate data.

## **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 tasks.
- Ability to utilize critical thinking skills and good judgment, during critical situations, good organizational and timely 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.

#### Skill Level:

- Superior writing and communication skills.
- Proficient in the use of personal computers and related software applications.
- Superior at maintaining documentation, including progress notes.
- Experience with maintaining compliance with HIPAA 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 case coordination services.
- Attending local appointments with clients may be required.
- Work with single individuals and families.
- 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.
- Demonstrate cultural sensitivity in working with multiracial and multilingual communities.

### **EDUCATION & EXPERIENCE REQUIREMENTS**

- 2 years of relevant case coordination experience or experience with mental health services, substance use/co-occurring disorder, or with vulnerable populations.
- Ability to communicate and work effectively with a diverse group of residents, staff, and community members.
- Strong oral and written communication skills.
- 2 years of experience working in a crisis intervention, providing immediate support and intervention to stabilize individuals in crisis which may include de-escalation techniques and emotional support.
- Ability to coordinate access to essential resources and services, including medical care, substance use services, and long-term mental health support.
- Capacity to remain calm and composed under pressure, managing your own stress while supporting others.
- Proficiency in handling multiple cases simultaneously and ensuring precise record-keeping.

## **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 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 the activity.
- Must be physically capable of climbing, standing, and lifting at least 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.