

# Community Case Manager Job Description

Position Title: Community Case Manager

## Position Summary

The Community Case Manager conducts outreach activities and provides case management to persons who are experiencing homelessness and may be in the following settings: encampments, on the street, places not meant for human habitation, meal programs and day centers. The Community Case Manager focuses on serving homeless individuals with a serious mental illness or co-occurring substance use disability. The focus of this work is to connect clients with resources and services to assist them in stabilizing their homeless, mental health and primary health situations. Through case management support, individuals experiencing homelessness are aided in resolving their immediate basic needs and establish housing plans. This includes immediate safe placement in emergency shelter, placement through Coordinated Entry and/or placement in a short term, subsidized hotel. Each placement will be partnered with comprehensive case management services and include crisis intervention, comprehensive assessments and establishment of plans with goals focusing on housing, income and health and well-being. The Community Case Manager will maintain the client relationship and activities toward goal attainment until the individual is safely housed, care is transferred to another provider or if the individual chooses not to continue services.

## Position Responsibilities

1. Outreach individuals experiencing homelessness on the street and in places not meant for human habitation, encampments, day centers and meal programs.
2. Provide direct services to support clients in temporary housing and develop a housing plan.
3. Interview, assess, counsel and provide resolution for clients in crisis situations involving social, emotional, financial, health or other problems.
4. Conduct assessments and apply appropriate treatment modalities through evidence-based practices, including trauma informed care, motivational interviewing and harm reduction.
5. Work in collaboration with other team members and community providers to remove barriers to permanent housing: e.g., acquisition of identification, legal aid, benefits assistance, assistance in obtaining income (SSI/SSD), life skills acquisition.
6. Develop plans of care to meet the needs of the client utilizing person-centered, strengths-based methods.
7. Ability to work independently and successfully balance time in the community with clients with the documentation requirements of the program.
8. Ensure timely and accurate data entry and maintenance; complete annual training requirements for Homelessness Management Information System.
9. Maintain accurate, confidential, professional and up to date documentation (electronic and hard copy) of all client services.
10. Attend and participate in weekly staff meetings and client reviews, internally and with partner agencies.
11. Actively participate in community meetings and consortiums relative to the homeless provider network, collaborating effectively with coordinating service delivery
12. Perform job duties on flexible schedule.
13. Other duties as assigned.

## Position Qualification Requirements

1. Bachelor's degree in Social Work, Psychology or related human service field.
2. Minimum of two years of experience working with individuals who have a mental illness and are experiencing homelessness.
3. Ability to work in diverse settings and provide culturally competent services.
4. Ability to provide trauma informed services and utilize motivational interviewing and harm reduction principles.
5. Excellent verbal and written communication skills.

6. Knowledge of Microsoft Office software applications.
7. Personal vehicle required, licensing and insurance required.
8. Pre-employment drug screening and background check required

Position Work Conditions, include but are not limited to:

1. Frequent travel by foot, car or other means appropriate to contact target population
2. Overtime when necessary to meet project deadlines
3. Must be able to adjust to the environment of the target population including making visits to homeless encampments shelters and personal living environments when needed
4. Sitting for extended periods of time
5. Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
6. Physically able to participate in training sessions, presentations, and meetings
7. Travel for the purpose of meeting with clients, training and collaborating with stakeholders, or off-site personnel/management

Salary range is \$36,000 - \$40,000 annually. Apply by emailing a cover letter and resume to [jobs@communityadvocates.net](mailto:jobs@communityadvocates.net) with "Community Case Manager" in the subject line. Applications will be reviewed on an ongoing basis.