

## **JOB DESCRIPTION: CASE MANAGER**

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JOB TITLE: Case Manager

REPORTS TO: Director of Programs/Quality Improvement

CLASSIFICATION: Non-Exempt

POSITIONS SUPERVISED: N/A

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### **Position Summary**

The Case Manager is a resource for participants who reside at HMH Permanent Supportive Housing for formerly homeless residents in each community we serve. The objectives of the Case Manager position include providing on and off site support thereby improving the daily functioning and permanent housing of all HMH Residents. Through the development of a client centered Individualized Service Plan possible areas of support include mental health, budgeting, education, self care and transportation.

### **Position Responsibilities**

#### Mission

- Reflects in all matters the values, ethics and purposes stated in the HM Housing mission, vision and core values.
- Reflects in words and deeds a primary commitment to bringing a more abundant life to all residents we serve.
- Builds and promotes a diverse and inclusive work force.

#### Resident Support

- Implement the mission and vision of Humility of Mary Housing in a manner consistent with its core values.
- Provide daily case management for each individual, complying with all required regulations.
- Maintain as required appropriate documentation on each individual.
- Develop Individual Service Plans (ISP) with objective and quantifiable goals that are aligned with each individual's needs and the HM Housing program standards.
- Conduct needs assessments, diagnostic assessments, and trauma assessments with participants as required and as able under licensure or certification
- Guide and advocate for each individual in planning and setting attainable objectives to meet educational, economic, social, emotional, and physical goals.
- Assess progress towards goals, identify barriers and adjust individual ISPs to address barriers.
- Coordinate referrals and appointments to local social service agencies including mental health, drug/alcohol treatment, vocational guidance and Ohio Department of Job and Family Services.
- Provide support, encouragement, and accountability to assist each individual in successfully completing his ISP.
- Appropriately intervene in crisis situations, balancing the need for safety for all involved. Seek appropriate assistance as needed.
- Coordinate and facilitate weekly life-skills group meetings.
- Maintain relationships with partner agencies and local referral sources.
- Work collaboratively with all other HM Housing personnel.

- Provides transportation to program participants; transportation may be in agency-owned 15-passenger van or in employee's personal vehicle.
- Completes agency-sponsored in person and online trainings as required.
- Other duties as assigned.

#### Qualifications

- Bachelors or Masters Degree in Social Work, Human Services or other related discipline required
- LSW or LPC strongly preferred
- Familiarity with resources in the community we serve and within the Continuum of Care or other homeless systems required
- Must have excellent organizational, interpersonal and communication skills
- Experience with Homelessness, Chemical Dependency and Mental Health Preferred
- Experience with Critical Time Intervention, Motivational Interviewing, Eviction Prevention, Trauma Informed Care, or De-escalation practices Preferred
- Must have a valid Ohio driver's license and reliable transportation

#### **Working Conditions**

Normal office working conditions. The employee conducts the day-to-day requirements of his or her job in a typical office environment, utilizing a computer and working at his/her own desk and other areas of the office. The noise level in the work environment is usually moderate.

Willingness and ability to travel to multiple agency facilities and other meetings that may be required.

#### **Usual Physical Demands**

***The following physical demands are typically used to perform this job's essential duties and responsibilities. They are not qualification standards, rather they may be used to help the colleague, employee, or applicant identify where and how reasonable accommodations may be made when an otherwise qualified person is unable to perform the job's essential duties due to an ADA disability.***

While performing the duties of this job, the employee frequently exhibits manual dexterity when working on the computer, and frequently talks and hears when working with job contacts. The employee frequently sits for extended periods of time, and occasionally stands and walks. Vision demands include close, relatively detailed vision, with the ability to adjust focus when typing and reading a computer screen and documents. Employee regularly lifts items up to 10 pounds, and occasionally lifts items up to 25 pounds

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#### **EMPLOYEE UNDERSTANDING AND AGREEMENT**

This job description does not state or imply that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

By signing below, I acknowledge that this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding. I further acknowledge understanding of required job duties, responsibilities and performance expectations, and that I will perform duties and responsibilities to expected standards.

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*Applicant Signature*

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*Date*