

# **BIG BEND HOMELESS COALITION**

## **HOPE COMMUNITY CASE MANAGER**

**POSITION SUMMARY:** The role of the HOPE Community Case Manager is to synthesize and utilize agency and community resources with the goal of offering clients the opportunity to achieve lasting recovery from homelessness. The Case Manager promotes clients' achievement of self-sufficiency by providing concrete pathways that will assist them in reaching their housing, health, and financial outcomes. In addition, the Case Manager addresses individual needs for transportation, employment, medical/mental health/recovery issues and assists clients through the application process for available resources. Case Managers work cooperatively with other community agencies to find additional resources for their clients and serve as advocates against systemic barriers to homelessness. As the clients' most personal and direct staff contact, the Case Manager interacts with clients in a way that fosters health, mutual respect, clear communication and positive self regard.

### **QUALIFICATIONS:**

- Bachelors required, master's degree preferred (social work, psychology, or a counseling profession)
- Demonstrated capacity in providing direct services, preferably case management, to homeless and/or marginalized or underserved populations.
- Commitment to the mission and values of the Big Bend Homeless Coalition.
- Commitment to fostering professional working relationships with colleagues, clients and volunteers.
- First Aid and CPR certifications, including Heimlich maneuver (within 30 days of hire).

### **DUTIES & RESPONSIBILITIES:**

- Provide weekly case management with residents, including but not limited to ongoing assessment and goal setting, crisis intervention, referrals to resources, directing and supporting as needed to help clients achieve self-sufficiency.
- Increase residents' awareness of available services applicable to individual needs, and assist them in accessing those resources in a way which encourages personal responsibility and self-sufficiency.
- Develop resident Individual Service Plans within seven days of intake and document progress of each client in a timely and confidential manner, in accordance with program handbook.
- Act as a Task Supervisor for social work interns.
- Develop mutually beneficial working relationships with Resident Care Specialists that support residents in reaching their housing, health and financial goals.
- Maintain all charts and records according to established standards, including use of the Homeless Management Information System.
- Follow program guidelines and handbook regarding residents' rights and responsibilities, including but not limited to: intake, rule enforcement, behavior contracts and termination.
- Conduct resident meetings, as needed, in partnership with the Resident Care Specialists.

- Work cooperatively with other community agencies to find additional resources for residents.
- Participate in quality assurance activities such as peer chart reviews, monthly reports, and time studies.
- Participate in staff meetings, in-service training, agency events, and workshops.
- All other duties as assigned.

**SUPERVISED BY:** HOPE Community Director

**SUPERVISORY RESPONSIBILITIES:**

- Case Management students, interns and volunteers

**SKILLS REQUIRED:**

- Excellent interpersonal and customer service skills.
- Effective written and verbal communication skills.
- Computer literacy (Microsoft Word, Office, Excel and Internet).
- Ability to manage crisis situations.

**PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:**

- Transportation and valid Florida driver's license.
- Physically able to work in a fast paced multitasked environment.
- Work various shifts as required to ensure:
  - Case management and client services are adequately administered and accessible to residents.
  - Adequate training and coaching of Resident Care Specialist and interns.
- Includes on call and weekend work.
- Ability to travel.
- Works in typical office setting.

This position description does not list all the duties and responsibilities of the position. You may be asked by supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this position description. Management has the right to revise this position description at any time.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_