



POSITION TITLE: SENIOR CASE MANAGER – INTENSIVE CASE MANAGEMENT SERVICES PROGRAM

PROPERTY FOCUS: FORMERLY HOMELESS INDIVIDUALS

FLSA STATUS: EXEMPT

EFFECTIVE DATE: SEPTEMBER 2020

REVISION DATE: JUNE 2022

JOB 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 JOB 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 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 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

- Able to respond to crisis and possesses strong psychosocial assessment and intervention skills.
- Able to utilize critical thinking skills and good judgment in decision-making situations.
- Strong organizational and record-keeping skills to establish and carry out complex plans of care for key diagnoses and maintain detailed notes when interacting with residents.
- Implementation of housing first principles in provision of services with motivational interviewing, critical time intervention, harm reduction and trauma informed care strategies.

- Strong communication, writing, interpersonal skills for establishing and maintaining effective working relationships with employees, residents, property management, city staff, program partners, key stakeholders, and the public to implement successful programs.
- Experience with supervising teams.
- Understanding of 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).
- Skilled at completing intake, assessments, and service plans.
- Maintain confidential information according to HIPAA Standards.
- Demonstrate an understanding of cultural sensitivity and interacting in a diverse community.
- Implement and manage day to day tasks related to intensive case management services.
- Manage multiple priorities in fast-paced environment.
- Able to work independently and within a team environment and exercise mature judgement.

EDUCATION & EXPERIENCE

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 accommodations 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 principle 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.

Signature of Employee

Date

Printed Name of Employee