



## JOB DESCRIPTION

**Title:** Case Manager, Permanent Housing

**Reports to:** Director of Housing

**Department:** Permanent Housing

**FLSA Status:** Non-Exempt; Full Time 40 Hours/Week

- **This position does not have remote capabilities**

**Required Shifts:** Monday through Friday 8:30 am to 5 pm

### **GENERAL SUMMARY:**

The Case Manager completes screenings, assessments, treatment plans, monitoring, follow up, case conferences, and discharge planning for individuals enrolled in permanent and permanent supportive housing programs. The Case Manager plays a primary role in ensuring that clients receive services that meet regulatory and agency standards and ensures that records are kept in compliance with those standards. The Case Manager must have thorough knowledge of all programs and related services to fulfill the mission and goals of the organization. Maximum caseload is 35.

### **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

- Facilitate the Intake Process in accordance with established Policies and Procedures
- Conduct Screenings and Assessments at intake
- In conjunction with the client, develop an Individual Treatment Plan (ITP) within 3 days of intake
- Perform Reassessments when a client's needs change or s/he as re-entered the program
- Provide coordinated case management services designed to maintain, enhance or promote residential stability and functional integrity
- Utilize Standards of Care to inform services
- Monitor changes in the client's condition and update the Individual Treatment Plan accordingly
- Provide interventions and linked referrals
- Ensure coordination of care
- Conduct monitoring and follow-up to confirm completion of referrals and service utilization
- Advocate on behalf of clients to utilize independent living skills and strategies
- Assist clients in resolving any barriers
- Maintain client contact at a minimum of one contact attempted monthly and complete home inspection monthly
- Enforce program rules and procedures to ensure compliance
- Participate in multi-disciplinary team case conferences to assist in problem solving related to Individual Treatment Plan goals
- Conduct discharge planning for the safe and successful transition of an individual from the time of their admission to HEP to their reentry into permanent housing within the community

- Ensure client files are maintained and meet compliance standards
- Ensure accurate data collection/reporting
- Coordinate with Compliance Specialist to ensure vacant units are cleaned and prepared within designated timeframe
- Comply with all federal, state, local laws and regulations
- Comply with the Health Insurance Portability and Accountability Act (HIPAA)
- Provide excellent services to all residents
- Act as Liaison with external stakeholders including service partners, government representatives, community stakeholders, hospital personnel, and other agencies to ensure responsive and effective service planning and program operations
- Ensure effective collaboration with internal stakeholders including Morton Plant Outreach Team, Bay Care Behavioral Health, Boley Centers and the VA
- Work with the Director of Housing & Programs to provide grant/contract deliverables
- Coordinate with Compliance Department to ensure compliance with all internal policies, federal, state, local laws and regulations
- Generate regular and as-needed reports on outcomes, goals, and data tracking

**KNOWLEDGE, SKILL, AND ABILITIES REQUIRED:**

- Bachelor Degree in Health, Human or Education Services and one year of case management experience with homeless persons or persons with a history of mental illness, homelessness or chemical dependence or equivalent experience
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups
- Current, clean Florida Driver's License
- Basic knowledge of mental illness and substance abuse
- Practical knowledge of evidenced based practices such as Motivational Interviewing (MI) and Stages of Change
- Knowledge of the functions of case management
- Enhanced knowledge of resources in the community available for the homeless population
- Strong oral and written communication as well as interpersonal skills
- Strong organizational, time management and data management skills
- Proven ability to work effectively both individually and in a team setting
- Ability to multi-task and problem solve under pressure
- Ability to provide excellent customer service to difficult populations

**WORKING CONDITIONS:**

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
- Sitting, standing, walking, bending, reaching, stooping
- Ability to lift up to 35 pounds; anything more than 35 pounds requires team lift
- Walking and standing on uneven surfaces around HEP campus

*The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.*

*HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.*