



.JOB DESCRIPTION

Title: Case Manager – Emergency Shelter/Outreach (Full Time)

Reports to: Housing Manager

Department: Case Management and Housing

FLSA Status: Non-Exempt

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

GENERAL SUMMARY:

The case manager completes screenings, assessments, treatment plans, monitoring, follow up, case conferences, and discharge planning for adults admitted to the emergency shelter. The Case Manager plays a primary role in ensuring that guests 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 26.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Facilitate the Intake process in accordance with established Policies and Procedures
- Conduct Assessments at intake
- In conjunction with the guest, develop an Individual Treatment Plan (ITP) within 3 days of intake
- Perform Reassessments when an individual'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 guest's condition and update the ITP accordingly
- Enforce program rules and procedures to ensure compliance inclusive of HEP's substance abuse policy and missed bed check policy.
- 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 guests to utilize independent living skills and strategies
- Assist guests in resolving any barriers
- Maintain guest contact at a minimum of one contact attempted every week
- Participate in multi-disciplinary team case conferences to assist in problem solving related to ITP goals
- Conduct discharge planning for the safe and successful transition of an individual from the time of their admission to HEP to their reentry to the community
- Ensure files are maintained and meet compliance standards
- Ensure accurate data collection/reporting
- Comply with all federal, state and local laws and regulations
- Comply with the Health Insurance Portability and Accountability Act (HIPPA)
- Provide excellent services to all residents
- 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 Programs to provide grant/contract deliverables
- Coordinate with Compliance Department to ensure compliance with all internal policies, federal, state and local laws and regulations
- Generate regular and as-needed reports on outcomes, goals, and data tracking

EDUCATION, KNOWLEDGE AND SKILLS:

- High School Diploma or equivalent
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups
- One year experience working with adults who have a history of mental health, substance abuse, and/or the homeless population
- Bi-lingual individual a plus
- Interest in social work, psychology, sociology and/or related fields preferred
- Basic knowledge of mental illness and substance abuse
- Practical knowledge of evidenced based practices such 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
- Effective communication skills both written and orally
- Strong organizational and time management skills
- Proven ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve under pressure
- Ability to provide excellent customer service to difficult populations
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups

PHYSICAL DEMANDS AND 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 with ease
- Walking and standing on uneven surfaces while on campus
- Must have a valid Florida driver's license, be able to successfully pass a background checks Level 1 and 2, motor vehicle registration check as well as drug and alcohol screening for employment

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.

Employee Signature

Date