



JOB DESCRIPTION

Title: Case Manager (Outreach)/Largo

Reports to: Housing Manager

Department: Case Management

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

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

GENERAL SUMMARY:

The Case Manager/Largo completes screenings, assessments, treatment plans, monitoring, follow up, case conferences, and discharge planning for adults enrolled in our Emergency Shelter, This 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. This Case Manager must have thorough knowledge of all programs and related services to fulfill the mission and goals of the organization. Maximum caseload is 20.

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 individuals, develop an Individual Treatment Plan (ITP) within 3 days of intake
- Perform Reassessments when an individual needs change or they have 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 individuals condition and update the ITP 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 individuals to utilize independent living skills and strategies
- Assist individuals in resolving any barriers
- Maintain client contact at a minimum of one contact attempted every week
- Enforce program rules and procedures
- 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 client files are maintained and meet compliance standards
- Ensure accurate data collection/reporting
- Ensure vacant units are cleaned and prepared within designated timeframe
- Comply with the coordinated entry system by reporting open beds in a timely manner and accepting referrals from their prioritization list
- 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
- 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

KNOWLEDGE, SKILL, AND ABILITIES REQUIRED:

- Bachelor's Degree or equivalent experience
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic groups
- Basic knowledge of mental illness and substance abuse
- Practical knowledge of evidenced based practices such as Critical Time Intervention (CTI), 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 communications as well as interpersonal skills
- Strong organizational, time management and data 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

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
- Current, clean Florida Driver's License
- Ability to successfully pass a background Level 1 and 2, drug and alcohol as well as DOT Physical screening
- Comfortability with directly engaging with clients and completing home visits

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.