

## POSITION DESCRIPTION

Position: Outreach Case Manager  
Program: ReStart Reno  
Reports to: Lead Case Manager

Status: Non-exempt  
Date Revised: 01/2021

### **POSITION SUMMARY:**

Coordinate and monitor services for clients with mental illness who may be homeless or at risk for homelessness through assessment of client needs, treatment planning, linking clients to agency and mainstream resources, and advocacy with the goal of maximizing client's access to mental health treatment, housing, and financial benefits in an effort to stabilize and increase client's self-sufficiency.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work to accomplish the established objectives of the department.
  - 1. Foster an environment free from ethnic or social prejudices and/or judgment
  - 2. Complete incident reports as required.
  - 3. Communicate with participants, external service providers, and co-workers in a professional manner.
  - 4. Respond to client questions and concerns.
  - 5. Provide clients with a supportive environment.
  - 6. Comprehend and adhere to ethical guidelines and confidentiality laws.
  - 7. Communicate and comprehend oral and written instructions.
  - 8. Report all infractions of policies to appropriate manager or director.
  - 9. Perform other duties as assigned.
  
- B. Responsible for case management.
  - 1. Participate on a multi-disciplinary team to conduct daily outreach to people living on the streets, along the river, shelters, weekly motels, or institutions.
  - 2. Engage people living outdoors to build a trusting relationship
  - 3. Discuss barriers to treatment and encourage those living in homeless situations to seek alternatives to their situation.
  - 4. Provide statistics on outreach contacts when requested.
  - 5. Complete screening and assessments with clients.
  - 6. Determine client eligibility for services.
  - 7. When appropriate, schedule follow-up appointment for client or link client to appropriate Restart personnel.
  - 8. Explain and link clients to agency and community services.
  - 9. Assist clients in accessing community services when appropriate.
  - 10. Provide crisis intervention.
  - 11. Inform clients of housing options.
  - 12. Maintain a case load of clients.
  - 13. Review client intake packet to make sure all required documents are accurately filled out and complete, and open the client chart.
  - 14. Enter HMIS client data into Clarity data base.
  - 15. Make sure all required documents are accurately filled out and completed.
  - 16. Maintain adequate case notes in DAP format.
  - 17. Close file after 90 days of no contact with client.
  - 18. Advocate on behalf of the client.

19. Make CPS and APS reports when appropriate.
  20. Discuss difficult clients with supervisor.
  21. Serve as a community liaison between Restart and other agencies to disseminate information to other agencies and to provide other agency clients with appropriate referrals.
  22. Respond to agency inquiries and return calls to other organization within one working day.
  23. Maintain client confidentiality.
  24. Participate in Volunteers of America and outside training sessions.
  25. Perform other reasonably related duties as assigned by the supervisor.
- C. Responsible for training and development of new staff.
1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
  2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
  3. Serve as part of the program development team by providing information and support for the development of quality operations.
  4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- D. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

### **EDUCATION AND EXPERIENCE:**

This position requires a Bachelor's Degree in Social Work or a related field. Three years' experience working with the homeless population and/or related population is preferred. This position requires demonstrated ability in record keeping, good written and verbal communication skills, knowledge of problems unique to adults, minorities, persons with disabilities, substance abusers and general homeless population. This position must have knowledge of the community resources available to the homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid Nevada driver's license and ability to meet organization's insurance carrier guidelines is required.

### **SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
 Ability to assist and motivate other people  
 Organizational skills  
 Analytical and decision making ability  
 Statistical and mathematical skills  
 Computer Skills

### **PHYSICAL REQUIREMENTS:**

Lift and move up to 10 pounds  
 Stand, walk and sit frequently  
 Bend and stoop occasionally  
 Climb stairs as needed

### **NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the supervisor. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

Assigned volunteers

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Outreach Case Manager is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Program Director.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Outreach Case Manager job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_