

## **POSITION DESCRIPTION**

Position: Case Manager Status: Non-exempt  
Program: X Street Navigation Center Date: 9/2021  
Reports to: Shelter Director

### **POSITION SUMMARY:**

The Case Manager is responsible for the development of a case management plan to assist the shelter participants in developing a greater degree of self-reliance and independence. It will include linking participants to education, employment, budgeting strategies/money management and addressing any bio, psycho, social issues that may lead to homelessness, criminal behavior, or otherwise non-productive lifestyles. The position will also assist clients with housing location as well as provide assistance on reducing barriers so clients can meet the eligibility requirements of various housing programs within the community.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
1. Provide records and services in compliance with program policies, regulatory and funding source requirements.
  2. Maintain positive relationships with program participants, landlords, Volunteers of America staff and all community service agencies.
  3. Create and maintain case management files on each participant which will include personal information, educational and job skills, short- and long-term plans to become self-sufficient in all areas of their life and documentation of participants' progress and assistance in removing obstacles to set goals.
  4. Provide assistance to clients for housing placement and housing stabilization.
  5. Assess clients and assist them in meeting eligibility requirements and assist in completing program applications and facilitation of program selection interviews.
  6. Serve as program housing resources to provide alternative housing or program options as needed.
  7. Document all follow-up and placements.
  8. Assist clients in obtaining or increasing income to become self-sufficient.
  9. Provide crisis management as needed and mediate conflicts.
  10. Complete all discharge paperwork in a timely fashion.
  11. Complete budget and housing stabilization plans with participants.
  12. Provide resource information and appropriate case planning specific to any participant who has a physical or mental impairment.
  13. Provide other documentation as required by funding sources and/or VOA.
  14. Perform other reasonably related duties as assigned by the Shelter Director.
- B. Responsible for assistance with client development.
1. Liaison between clients and community service agencies to meet client needs.
  2. Maintain a list of all available community services and providers.
  3. Assure a safe, non-judgmental environment for the clients.
  4. Maintain positive, professional, relationships with clients and staff.

5. Participate in agency and outside training sessions.
- C. Record keeping and communication.
1. Maintain files on each participant short- and long-term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas and collecting financial information.
  2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
  3. Maintain daily, clear and thorough communication with the Shelter Director on all areas of responsibility listed in this job description.
- D. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can affect the program security.
  2. Secure approval for exceptions to standard policy.
  3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  5. Provide emergency shift coverage as needed.
  6. Perform reasonably related duties as assigned by the Shelter Director.
- E. 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. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- F. 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.

### **EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires a Bachelor's Degree in social work or a related field. Four years of experience in case management may substitute for degree requirement. Must have experience working with the homeless population and CAC/CADC or experience working in alcohol/drug recovery programs. The Case Manager must have a working knowledge of property management, fair housing laws, and credit statements. This position requires demonstrated ability in record keeping, good written and verbal communication skills. It requires general knowledge of issues and challenges unique to low income,

homelessness, minorities, and persons with disabilities; must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. This position requires CPR and First Aid training within ninety (90) days of employment date and re-certification as necessary and T.B. testing annually. A valid California driver license and ability to meet organization's insurance carrier guidelines is required. Must undergo a criminal background check.

**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  
Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system organization, program, or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary.

**PHYSICAL REQUIREMENTS:**

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

**NATURE OF SUPERVISION RECEIVED:**

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

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The 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, the Shelter Director must approve all expenditures.

**This 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 \_\_\_\_\_