

## **POSITION DESCRIPTION**

Position: Case Manager  
Program: Reno Shelter Programs  
Reports to: Case Manager Supervisor

Status: Non-exempt  
Date Revised: 1/2021

### POSITION SUMMARY:

Coordinate and monitor services to ensure a rapid exit from the shelter through assessment of client needs, service planning, and linking clients to agency and mainstream resources, and advocacy with the goal of maximizing client's access to housing in an effort to stabilize and increase client's self-sufficiency. The Case Manager is responsible for assuring quality services in a compassionate and professional manner as it relates to the specific program objectives. Work is performed in a cost effective and service oriented manner as it relates to the established organizational standards.

### OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work to accomplish the established objectives of the department.
  - 1. Promote an environment that focuses on housing.
  - 2. Foster an environment free from ethnic or social prejudices and/or judgment.
  - 3. Complete incident reports as required.
  - 4. Communicate with participants, external service providers, and co-workers in a professional manner.
  - 5. Respond to client questions and concerns.
  - 6. Engage clients in a compassionate and supportive manner.
  - 7. Comprehend and adhere to ethical guidelines and confidentiality laws.
  - 8. Communicate and comprehend oral and written instructions.
  - 9. Report all infractions of policies to appropriate manager or director.
  - 10. Meets required deadlines.
  - 11. Perform other duties as assigned.
  
- B. Responsible for case management.
  - 1. Complete screening and assessments with clients.
  - 2. Determine client eligibility and appropriateness for services.
  - 3. Divert participants from the shelter setting when possible.
  - 4. Review intake paperwork for completeness and accuracy.
  - 5. Explain program requirements and rules, available services within program and hours of operations.
  - 6. Provide crisis intervention.
  - 7. Create an individualized housing plan that utilizes client driven goals as well as exit plan with each assigned participant.
  - 8. Review plans with the participants on a regular basis.
  - 9. Update housing plans as progress is made and goals are achieved.
  - 10. Create and maintain progress notes in DAP format.
  - 11. Schedule follow-up appointments for clients.
  - 12. Explain and link clients to community services.
  - 13. Assist clients in accessing community services when appropriate.
  - 14. Inform clients of housing options and assist with housing applications.
  - 15. Maintain a case load of clients.

16. Enter HMIS client data into Clarity data base accurately and within 24 hours.
17. Open client chart and ensure all the required documents are accurately filled out and completed.
18. Complete and request the appropriate releases of information as required.
19. Close client file per guidelines outlined within company policies and procedures.
20. Advocate on behalf of the client.
21. Make CPS and APS reports when appropriate.
22. Discuss difficult clients with supervisor.
23. Serve as a community liaison between Volunteers of America and other agencies to disseminate information to other agencies and to provide other agency clients with appropriate referrals.
24. Attend other agency events and meetings to collaborate our services.
25. Respond to agency inquiries and return calls within one working day.
26. Maintain and update spreadsheets as requested.
27. Maintain client confidentiality.

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 experience working in a related field is preferred. Knowledge and ability to apply best practices such as Housing First, Motivational Interviewing, and assertive engagement is preferred. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to men, persons with physical and mental disabilities, substance abusers and general 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 license and ability to meet organization's insurance carrier guidelines required. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

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

## Computer Skills

Available for occasional after hours or weekend events

## 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 20 pounds

Stand, walk and sit frequently

Bend and stoop occasionally

Climb stairs regularly

## 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:

This position does not supervise; however, may be delegated the responsibility to oversee staff and interns as business needs arise.

## 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 all expenditures must be approved by the Case Manager Supervisor.

## NUMBER OF EMPLOYEES:

No employees report to this position.

**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 \_\_\_\_\_