



**Position:** Case Manager I (Lazarus Project)

**Position Summary:**

The Lazarus Program is a specialized outreach initiative that engages, assesses, treats (medically and mentally) and secures permanent supportive housing placement for persons who are chronically homeless in Miami-Dade County. The Lazarus Program Case Manager is the key point of contact for clients and is responsible for developing strategies for engaging clients on the streets and developing a path to housing with the support of continuum of care partners. Majority of the work, from initial outreach and engagement through housing, is performed with clients on the street. A Lazarus Program Case Manager must be an energetic self-starter, passionate about helping homeless individuals, have excellent communication skills, be attentive to detail and relentless in driving outcomes.

The ideal candidate will be familiar and comfortable with homeless individuals and street culture and will demonstrate an ability to establish trusting, hopeful relationships with these individuals.

**Qualifications Required:**

- Ability to understand and practice the mission of Camillus House.
- Education: Bachelor's Degree in Mental Health/Social Work or related field.
- Language: Proficiency in oral and written English required; Spanish preferred and other languages a plus (i.e. Creole).
- Skills: Computer literacy required (Word, Excel, other data entry programs)
- Successful completion of Toxicology test and of Criminal Background Check.
- Successful completion of Level II screening.
- Valid FL Driver License with clean driving record.

**Qualifications Preferred:**

- Culturally sensitive to the social, psychological and healthcare needs of the vulnerable populations serviced.
- Strong organizational, interpersonal and communication skills in order to meet deadlines and handle multiple tasks.
- Demonstrates a high level of productivity while remaining calm and effective under pressure.
- A self-starter with demonstrated ability to work independently, as well as, with multidisciplinary teams and co-workers.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Ability to establish supportive, respectful, trusting relationships with persons with histories of homelessness, severe and persistent mental illnesses, trauma, and co-occurring substance use disorders.
- Strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences, work in market jobs; and have access to helpful, adequate, competent and continuous support and services.

**Responsibilities:**

- Commitment to the Values and Mission of the Brothers of St. John of God as witnessed through Camillus House and Health in serving the needs of the underserved populations.

**Hospitality:** Create an environment where people can feel welcomed, comfortable, understood, esteemed and loved.

**Respect:** Recognize the richness of God's gifts and His presence in every person regardless of age, situation in life, culture or religion.

**Spirituality:** Nurture a brighter, happier and richer life in time of suffering and struggle; empowering confidence in living with joy.

**Quality:** Work toward creating centers of excellence; fostering continuous improvement.

**Healing:** Respond to the need of the whole person – body, mind and spirit; energizing new hope.

**Responsibility:** Encourage cooperation as a way of promoting standards of competency, efficiency and accountability as we carry out our duties in the Mission.

- Conducts daily street outreach.
- Provides respectful engagement to homeless adults with serious psychiatric disabilities and co-occurring substance use disorders.
- Works with other Lazarus Project partners to develop strategies that help encourage homeless individuals to take steps leading to housing.
- Leads service coordination for Project Lazarus clients including assuming primary responsibility for developing and implementing goals and plans for each client in collaboration with the client and the team, providing client with support, guidance and encouragement on his/her path to housing.
- Documents client engagement through case notes according to established policies and procedure.
- Conducts a VI-SPDAT (Vulnerability Index-Service Prioritization Decisions Assistance Tool) on all new clients to connect them to the proper intervention and services.
- Participates in staff organizational meetings and treatment planning review meetings.
- Collaborates with community substance abuse and mental health providers to ensure seamless referral and services from street outreach to longer term mental health services.
- Coordinates with state vocational rehabilitation and other employment services, as needed.
- Assists the client with benefits establishment (SSI, Veterans pensions, etc.) obtaining ID, birth certificate, social security cards, provide employment linkages and assistance and housing referrals.
- Teaches money-management skills (e.g., budgeting and bill paying) and assist clients in accessing financial services (e.g., professional financial counseling, emergency loan sources).
- Helps clients to access reliable transportation (e.g., obtain a driver's license and car, arrange for cabs, access bus line, find rides).
- Provides individual supportive therapy (e.g., problem solving, role-playing, modeling and support), social-skill development, and assertiveness training to increase client social and interpersonal activities in community settings.
- Drives clients as needed to appointments.
- Other Duties as assigned.

**Essential Skills and Experience:**

- Prior experience and understanding of causes of homelessness.
- Knowledge of Housing First.

**Work Environment:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Requirements:**

The employee may be in contact with individuals in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level of the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, stand, walk, stoop, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and/or carry up to 20lbs.

**Work Schedule:**

- Flexible work schedule to include some evening and weekends as needed.
- Sundays to Thursdays: 6 AM to 2:30 PM
- Tuesdays through Saturdays 1 PM to 9:30 PM
- Mondays through Fridays 6 AM to 2:30PM

**Camillus House is an Equal Opportunity Employer**