

## JOB DESCRIPTION

**Position:** Case Manager

**Position Summary:** The Case Manager will conduct assessments, determine resources needed, and develop an individualized housing stability plan that is actionable, consumer-directed, and time-limited in order to empower individuals experiencing homelessness to regain permanent housing as quickly as possible.

**Qualifications Required:**

- Ability to understand and practice the mission of Camillus House.
- Education: Bachelor's Degree preferred in Social Work, or related field, any appropriate combination of education, experience and/or certification will be considered from an accredited college or university.
- Language: Proficiency in oral/written English; Spanish preferred; additional languages a plus (i.e. Creole).
- Skills: Proficiency in computer (Word, Excel, other data collecting programs).
- Successful completion of Toxicology test and of L2 background 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.

**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.

- Provides case management services in the areas of, but not limited to: housing stabilization, money management, community integration, employment linkage, benefits establishment, linkage to community providers for services needed to assist clients in reaching the housing stability plan goals.
- Provide strengths-based case management and service coordination services designed to assist clients in obtaining and maintaining stable housing.
- Develops individualized housing stability plan in collaboration with client addressing short-term and long-term goals.
- Provide on-going case management support to assess progress and ensure treatment plan outcomes are met or changed as needed.
- Utilize evidence-based practices in service delivery such as Motivational Interviewing, Harm Reduction, Critical Time Intervention and Housing First Practices.

- Maintain documentation standards as set forth by the program contract and Camillus House policies, including maintaining HIPAA policies and practices.
- Documents all client encounters utilizing homeless management information system (HMIS) and other client information systems, within 24 hours of meeting with client.
- Complete intake, assessment, service plans in coordination with client and within documentation standards set forth by the program contract and Camillus House.
- Other duties as assigned.

**Essential Skills and Experience:**

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.

**Work Environment:**

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.

**Physical Requirements:**

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.