



Position: **OUTreach Case Manager I – PATH Program**

Position Summary: The PATH Program is a specialized outreach initiative that looks to reduce or eliminate homelessness for individuals with serious mental illnesses and substance use disorders, who are experiencing homelessness or are at imminent risk of becoming homeless.

The PATH Outreach Case Manager position includes a large outreach component, canvassing the Miami-Dade County area, as well as hospitals and crisis units, locating those that are homeless with mental health issues and developing trust-built relationships with these individuals. Screening and intake, along with linking to mainstream resources are an important part of this position. Data entry into HMIS (Homeless Management Information System) is mandatory. Solid documentation skills will also be essential, as the Outreach Case Manager will be assisting the PATH Program participants in pursuing entitlements and housing needs. Networking with other agencies and stakeholders to offer unified and collaborative efforts to service homeless individuals and assist in the recovery process is also a component of this position.

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 preferred in Social Work, or related field any appropriate combination of education, experience and/or certification will be considered.
 - **Experience:** A minimum of 2 years of experience in the same or similar job role is preferred.
 - **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 Level 2 background check
 - Successful completion and eligibility results of Level 2 screening is required by funding source for this position.
 - Valid FL Driver License with clean driving record is required for this position.

- 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.

- Participate in development and implementation of a consistent outreach schedule in the Miami-Dade County area to provide homeless outreach efforts which include engaging homeless persons to establish trust-based relationships and educate them in housing and recovery resources.
- Assesses for eligibility of case management services - Conduct immediate intake and assessments for homeless individuals during outreach to determine eligibility, short term and long-term housing and supportive service needs. Provide referrals as applicable to alternate programs if the applicant is not eligible for internal programs and provide resources as necessary.
- Assesses and re-assesses the need for services; clinical and psychosocial.
- Plans client care in collaboration with all members of the multi-disciplinary team.
- Maintain contact and document interactions with all PATH Program participants on an ongoing basis.
- Provide linkage and support to program participants as they pursue mental health services through the community mental health system. Assist program participants in gathering documentation necessary to compile Social Security applications in accordance with SOAR.
- Initializes contact with client within 24 hours of case being assigned to case manager.
- Provide assistance to locate mainstream and community resources in obtaining benefits, birth certificates, Social Security cards and other important documents necessary for housing and supportive services.
- Assist in efforts to secure housing and supportive services for PATH Program participant by utilizing existing resources within the County.
- Provide consultation to consumers and supportive service providers to develop housing goals and interventions in the person-centered planning process.
- Provide housing related case management on an ongoing basis for program participants, working with consumers and landlords to establish positive professional relationships.
- Collect data for HMIS to provide statistics regarding homeless persons and outcomes of program services.
- Participate in community-based activities when appropriate such as Point-In-Time Count.
- Collect and input data into local HMIS to provide statistics regarding PATH Program applicants and participants, as well as documentation of all contacts, assistance and services provided. Information will be entered in a timely manner to insure accuracy of all reports/demographics at any given time.
 - Other duties and projects as assigned.

Essential Skills and Experience:

- Service coordination
- Crisis assessment and intervention
- Symptom assessment and management
- Needs assessment techniques and strategies
- Problem-solving and conflict resolution

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:

- Ability to work a flexible work schedule. Shifts vary (weekends and evenings as needed).
- Particular shift requirements/locations as noted below: (list, initial, date)
- Ability to assist in Camillus House's two (2) annual fundraisers (i.e. Gala and The Auction)

Camillus House is an Equal Opportunity Employer