



## JOB DESCRIPTION

**Position:** **Emergency Housing Lead Case Manager**

**Position Summary:** The Emergency Housing Lead Case Manager will work under the direction of the Director of Emergency & Community Housing to provide administrative support, oversight and case consultation for Emergency Housing case management staff.

The Lead Case Manager will lead a team of case managers in providing client advocacy, case management, benefits establishment, linkage to mental health/substance abuse services, linkage to stable housing, ongoing intensive case management support/services, and all other supportive service needs.

The Lead Case Manager will use evidence-based practice models such as Housing First, Harm Reduction, Critical Time Intervention, and Motivational Interviewing.

**Qualifications Required:**

- Ability to understand and practice the mission of Camillus House.
- Education: Master's Degree in Social Work or related field. Professional experience may substitute for educational requirement.
- 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.
- Successful completion of Department of Children and Families Level II screening.
- Valid FL Driver License with clean driving record.
- Possess a high level of tolerance and understanding for individuals who present for services with urgent, multiple case management needs.
- 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.

**Qualifications Preferred:**

- The Lead Case Manager must have extensive experience working with individuals who are chronically homeless.
- Knowledge of Public Housing Authority and other housing programs.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills, ability to work in a variety of settings with culturally diverse persons and communities with the ability to be culturally sensitive and appropriate.
- Strong ability to effectively resolve and cope with immediate conflict and/or crisis situations.
- Excellent leadership skills with a hands-on, lead-by-example work style.
- Knowledge of community resources.
- Ability to work independently and within a team environment and exercise mature judgement.
- Highly motivated self-starter with the ability to coordinate multiple projects/tasks simultaneously in a high-pressure environment.

- Responsibilities:**
- Provide guidance to staff on a regular basis to ensure program standards are met. In collaboration with the Director of Emergency & Community Housing. Team Lead will assist with monthly staff evaluations utilizing Camillus House's employee evaluation tool.
  - In collaboration with the Emergency Housing Manager, provide leadership for bi-weekly team meetings to review cases and ensure services align with contract obligations, provide training and education and discuss any administrative issues.
  - Facilitate daily staff check-ins.
  - Along with the Emergency Housing Manager and Director of Emergency & Community Housing, provide regular training to support staff in their work and provide for the improvement of services.
  - Conducts all emergency housing client intakes, assigns case manager and bed assignments, conducts new client orientations and scheduling clients for TB testing.
  - Ensures that all program data is accurate and entered into the required program documentation system (HMIS) as contractually obligated.
  - Responsible for generating monthly, quarterly, annual and/or ad-hoc reports for submission to management in a timely manner.
  - Responsible for monitoring program outcomes and informing Director of Emergency & Community Housing of any needs or changes that may be necessary.
  - In collaboration with the Director of Emergency & Community Housing, conduct employee performance management including corrective action planning of direct report staff.
  - 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.