



COMMUNITY CASE MANAGER

Job Title: Community Based Case Manager	FLSA Status (HR): Non exempt
Department Name: Quality Improvement	Approved By (HR): Teresa Mooney
Reports to (Title): Program Coordinator	Date Revised (HR): 4/17/2017
Date Prepared: 4/17/2017	Prepared By: Teresa Mooney

JOB SUMMARY: The Community Based Case Manager conducts coordinated outreach with other case-managers and community partners to provide information about services and life sustaining supplies for people experiencing homelessness. Provides intensive case-management services including but not limited to: linkage to medical and behavioral health care, individual service coordination, referrals to workforce development programs, legal and medical advocacy, accompanying clients to appointments (when requested), identification of unmet assistance needs, peer support, connecting clients to volunteer and employment opportunities, housing assistance, transportation assistance, assistance with Project Based Homeless Vouchers, and identification assistance.

Primary focus is on underserved populations and individuals who are multi-diagnosed and at high risk for homelessness. HOPES has an integrated team model approach to patient care. Part of the Community Case Manager’s responsibility will include partnering in organization wide Patient Centered Medical Home activities to enhance patient care. Community Based Case Management does not include direct delivery of medical, clinical, or other direct professional services. Community Case Management is on behalf of the patient, not to the patient, and is management of the plan of care, not the patient.

ESSENTIAL FUNCTIONS:

1. Maintain a good knowledge and understanding of Northern Nevada HOPES’ mission, vision, and philosophy and support these tenets at all times while conducting agency business
2. Responds to outreach requests from Reno Police Department, Sparks Police Department, and the M.O.S.T. team;
3. Contribute to a healthy work environment by demonstrating the following: active participation in meetings and team building activities; direct and timely communication about needs and problems at all times and an open and receptive attitude towards proactive problem solving and constructive feedback approaches
4. Maximize learning opportunities by remaining receptive to constructive feedback and utilizing support available from your supervisor
5. Conduct a comprehensive intake and assessment with each client which includes demographic information as well as a psychosocial history
6. Provide intensive case management to clients who are experiencing homelessness, using substances, and/or struggle with co-occurring disorder(s)
7. Develop a written collaborative team care plan with each client; updates that service plan as needed or as required by contract
8. Act as a client advocate and assist clients with problem solving, access to resources and related support services.
9. Provide appropriate referrals, following up on all referrals and interventions to ensure the client’s access to designated services
10. Provide crisis intervention and emotional support to client when appropriate
11. Contact each client as required by contract
12. Maintain accurate and up to date information of each client’s chart and document client contact using the appropriate/required databases
13. Advocate with HOPES providers and other primary care providers to ensure access to quality treatment and/or care
14. Actively participate in case conferences and case management related training
15. Actively practice harm reduction, low-barrier, client-centered case management
16. Maintain appropriate professional boundaries with all HOPES clients



17. Serve as part of the HOPES Team and provide assistance in Social Services Department as requested
18. Assist in the development of monthly and quarterly reports
19. Represent Northern Nevada HOPES at community meetings, collaborate with other social services agencies as a part of a continuum of care and serve as an advocate for Northern Nevada HOPES' constituents
20. Facilitate groups and or educational seminars as assigned

REQUIREMENTS:

1. Degree or formal studies in relevant discipline or equivalent work experience
2. Experience appropriately handling sensitive and confidential information and situations
3. Excellent communication skills, both oral and written
4. Experience working with diverse populations
5. Possess a current Nevada Drivers License, auto liability insurance and reliable transportation
6. Bilingual Spanish/English

MARGINAL/ADDITIONAL FUNCTIONS:

1. Assists with other client activities, social services administration and other departments as assigned

REPORTING STRUCTURE:

Supervision Received: Program Director

Supervision Exercised: None

CONTACTS:

Internal: All HOPES staff and clients

External: Medical providers, governmental agencies, community members, businesses and other social service agencies

JOB QUALIFICATIONS:

Knowledge, Skills, and Abilities: Excellent organizational, counseling, verbal and written communication skills. Ability to take initiative, work independently and balance multiple tasks simultaneously. Team player who is self-motivated, high-energy and enthusiastic. Knowledge of the *harm reduction* model of care. Possess an understanding of substance use and mental health issues

Education or equivalency: Bachelors degree or formal studies in relevant discipline OR equivalent work experience

Experience: Experience in group facilitation, case management and resource referral. Experience working with people experiencing homelessness, street youth, sexual minority youth, injection drug users, other relevant substance-using populations, and other at-risk and vulnerable populations.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all duties and skills required in order to perform the work. The health center reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and the Center continues to maintain its status as an at-will employer. If the essential functions of this position cannot be performed in a satisfactory manner by the employee, reasonable accommodations may be made.

EMPLOYEE ACKNOWLEDGEMENT:

Employee Name

Employee Signature

Date



SUPERVISOR ACKNOWLEDGEMENT:

Supervisor Name

Supervisor Signature

Date