Job Description - Case Manager, Supportive Housing

Overview:

Job Title: Case Manager
Division: Adult Residential Services Division
Department: Supportive Services
Status: Full Time (40 hours), Non-Exempt
Supervisor/ Reporting to: Adult Services Manager
Supervisorial Responsibilities: None

Many Mansions, Adult Residential Services Overview

Many Mansions believes that everyone deserves a place to call home. It is from this belief that Many Mansions strives to provide affordable, quality, service-enriched rental housing for formerly homeless and those of very low income in Ventura and Los Angeles Counties. Our Adult Residential Services Division provides a comprehensive program designed to support residents' housing stability and help them achieve economic resiliency, self-sufficiency, social integration, and overall improved wellbeing. Specifically, our Supportive Services program is built to support previously homeless residents' transition out of homelessness. The program (operating according to Housing First principles), provides wraparound on-site support, and works with an extensive network of external partners that provide residents with additional resources and services.

Position Description (brief):

A Many Mansions Case Manager provides on-site intensive case management services to an assigned caseload of medium to high acuity households transitioning out of homelessness. Services include assessment, implementing and monitoring Individual Service Plans, crises intervention, and implementation of individual and communal programs that promote self-sufficiency by teaching life and other skills. In addition, the Case Manager is responsible for the coordination of multiple activities and services, in partnership with community-based organizations and agencies, to meet each resident's specific needs related to housing, health, mental health, and income.

The Case Manager must maintain compliance with governmental reporting requirements and maintain organized records and files (paper and through online databases). While maintaining privacy and confidentiality of residents, the Case Manager collaborates with assigned Property Management Division staff on eviction prevention and ensuring residents' success.

Essential Job Duties & Responsibilities:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Case Manager include, but are not limited to, the following:

1. **Provide comprehensive case management services** for residents of permanent supportive housing, including but not limited to assessments, goal-setting, independent living skills, housing stabilization, household budget management, community integration, employment linkage, benefits establishment, and linkage to community providers for substance use, primary and mental health care, and other services needed to increase housing stability.
2. **Engage and develop rapport with households transitioning out of homelessness** by utilizing Trauma-Informed Care, Harm Reduction, and Housing First principles. Engage with residents through formal and informal interactions, reaching out at least once a week during the intensive case management period, and twice a month thereafter.
3. **In collaboration with residents, create individualized goal plans**. Review and update quarterly and upon completion of goals. Complete the Initial, 6 month, and annual assessments with each permanent supportive housing resident in accordance with HUD's requirements.
4. **Maintain accurate and current resident files** with all required documents and data in paper records and electronic databases. Conduct daily HMIS data entries of Service Transactions. Update and keep current HMIS case plans/ 6-month goals with follow-ups

in the HMIS system. Complete all required reports including but not limited to monthly status, monthly caseload, resident list, and annual resident budget.

5. **Collaborate with Property Management to ensure residents' housing stability**. Advocate on behalf of residents to address issues and barriers to housing. Keep up to date (including researching and conducting outreach to new partners) with a network of organizations and agency partners that provide resources and support to residents. Assist with referrals and linkages to eviction prevention and other resources.
6. **Coordinate services with various Continuum of Care, HMIS, and referral agencies**, as well as with Case Managers from Ventura County Behavioral Health, and other primary care and mental health providers on providing a wraparound, coordinated care approach to residents.
7. Provide individual **life-skills guidance, workshops and learning opportunities** for residents on topics such as financial literacy, strengthening families, independent living skills, wellness and recovery, conflict resolution and others as needed. Maintain a daily calendar of activities and client services. Conduct outreach to residents to encourage participation.
8. **Coordinate the special events** that provide life-enriching experiences and healthy social interactions for residents (holiday celebrations, recreational activities etc.). Work in coordination with other Departments to provide comprehensive services to benefit the residents and their families.
9. **Maintain routine communication** and set weekly meetings and monthly site-coordination meetings with the on-site Community Manager. Prepare for and attend case conferences. Attend monthly team and department meetings and send daily debrief emails to team members and supervisors as appropriate. Attend all internal department trainings and other professional development opportunities.
10. **Responsible for maintaining confidentiality and professional boundaries** with all clients. **Responsible for responding effectively to crisis situations** using de-escalation techniques, staying current on crisis team protocols and procedures, and completing and submitting incident reports accurately and promptly.
11. Other duties as assigned.

Work Environment

Corporate culture is friendly, mission-focused, and goal-oriented. **Moderate to high stress work pace**. The environment may have frequent interruptions, time constraints, and emotional distress. The noise level is low to moderate.

The environment includes working in close proximity to the home of residents who have been homeless and may be accustomed to street culture. May be exposed to profanity or language of a sexual nature and will need to be able to positively redirect residents and model professional behavior.

Employees may be in contact with individuals and families in crisis who may be ill, use substances, and/or not be attentive to personal health and safety for themselves. Employees may experience a number of unpleasant sensory demands associated with a resident's use of alcohol and drugs and the lack of personal care.

The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

Should be comfortable working in a pet friendly environment.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Qualifications & Conditions :

Many Mansions welcomes candidates with lived experience.

Education and Experience:

Substantial education and/or experience in the supportive affordable housing area, mental and behavioral health, social services, social work, case management or counseling. This includes, but is not limited to a combination of experience such as:

- Bachelor's degree in social work, psychology, counseling, or related work *and* 2 years' work experience.

  OR

- Four years of work experience in mental and behavioral health, social services, social work, case management, and/or counseling.

There must be demonstrated knowledge of case management and issues affecting homeless residents with disabilities (mental illness, developmental, etc.) Familiarity with best practices in homeless services, such as Housing First, Harm Reduction, Motivational Interviewing, Strengths-Based Case Management, and Trauma-Informed Care is preferred.

Communication Skills:

Must have excellent communications skills, including but not limited to, the ability:

- To speak, write and read English fluently;
- To speak, listen, and respond effectively and respectfully with and among staff, agencies, residents, and others;
- To engage with persons experiencing homelessness with empathy and a non-judgmental attitude, utilizing culturally responsive approaches.
- An ability to converse in Spanish is highly preferred.

General Skills:

- Must have strong relationship-building skills to build rapport and trust with residents.
- Must have strong problem-solving skills and the ability to manage complex cases to sustain housing.
- Demonstrated ability to work inter-divisionally and to develop and maintain strong relationships with external agencies is highly preferred.
- Excellent organizational skills, attention to details, and strong documentation skills.
- Must have a strong work ethic and initiative. Additionally, must thrive in a fast-paced and rapidly growing organization.

Computer Skills:

Proficiency in computer and computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook) is required. Proficiency with data management programs and the County of Ventura's HMIS program preferred.

Driving:

Driving is required for this position. Therefore, the applicant must have the legal ability to drive a motor vehicle in California, proof of a valid California driver's license, and adequate motor vehicle insurance.

Mathematical & Reasoning Skills:

Excellent mathematical and reasoning skills. This includes, but is not limited to, the ability to perform basic mathematical skills, the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit, drive, use hands to finger, handle, or feel objects, tools and/or controls, talk and hear. The employee is

occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The employee must be able to lift and/or move up to 20-40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

Other Skills and Requirements:

- Maintain and execute confidential information according to HIPAA standards.
- Have or acquire knowledge of the social service programs and providers within Ventura County.
- Knowledge of interviewing and assessment techniques and deescalation and crisis management techniques highly preferred.
- Obtain and maintain CPR/First Aid Certification.

MANY MANSIONS IS AN EQUAL OPPORTUNITY EMPLOYER

Selection will be based solely on merit and will be without discrimination in our employment practices, including compensation, against any employee or applicant because of race, religion, national origin, ancestry, sex, sexual orientation, gender identification, transgender status, sex stereotypes, age, physical handicap, mental disability, medical condition, marital status, domestic partner status, pregnancy, childbirth and related medical conditions, citizenship, and political affiliation or belief.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the job. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

Certifications

A copy of this Job Description was given to the staff member.

Date: _____ _____

Supervisor or Human Resources

I received a copy of this Job Description.

Date: _____ _____

Staff Member