

**CATHOLIC SOCIAL SERVICES**  
**JOB DESCRIPTION**

**TITLE:** Intensive Case Manager  
**PROGRAM:** Homeless Family Services  
**STATUS:** Full-time / Non-exempt  
**SUPERVISED BY:** Director of Intensive Case Management  
**UPDATED:** 9/13/2021

**JOB SUMMARY:** The role of the intensive case manager is to collaborate with individuals and families experiencing homelessness to help assess, plan, implement, coordinate, monitor and evaluate the options and services required to meet the client's health and housing needs. The work of a housing case manager is complex and involves direct interaction with the client as well as the client's formal and informal supports as the client transitions to permanent stability. Permanent stability is defined as stable housing, income and social and emotional well-being. Services are conducted throughout community with an emphasis on emergency congregate and non-congregate shelters. This position may require evening and weekend hours on an on-call basis.

**EDUCATION/EXPERIENCE:** BA in health, social services, psychology, sociology and 2 years of experience in case management, human services or public health. Fluency in the English language is required. Ability to speak Spanish, Samoan, Yupik, Tagalog or a language other than English is an added asset but is not required. *SOAR certified or successful completion of SOAR certification within 90 days of hire.*

**SKILLS:** Ability to build rapport with people from different backgrounds and cultures. Excellent written and oral communication skills; time management skills; ability to write clear, accurate client notes; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications. Must become proficient in HMIS and Apricot databases as well as all evidenced-based practices used to include but not limited to: motivational interviewing, trauma informed care, critical time intervention, person-centered case management.

**COMPETENCIES:** Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect. Other competencies are as follows:

**1. Relationship building:**

- a. Ability to engage with people in a culturally appropriate and non-judgmental way.
- b. Commitment to empowering others to solve their own problems.
- c. Belief in the capacity of people to grow and change.
- d. Ability to establish supportive relationships with clients while adhering to appropriate boundaries.
- e. Ability to accept supervision and work collaboratively with other personnel and/or service providers or professionals.

**2. Case Management:**

- a. Conduct outreach to identify potential participants.
- b. Conduct full intake and strengths-based assessment to determine client's needs and goals.
- c. Assess client's strengths and barriers as they pertain to housing, employment, health and other service needs.
- d. Engage client in collaborative housing process by involving client in a housing search that meets client needs, promotes consumer choice, is accessible to familiar services and supports and fits grant requirements.
- e. Create housing stabilization plans, goal plans and monthly budgets with clients.
- f. Responsible for service coordination by assisting clients in implementing their plans, facilitating access and providing linkage to community resources.
- g. Provide professional support to clients by maintaining regular contact through office and home visits to provide personal support, consultation, guidance, and referrals and help meet service goals.
- h. Assist clients with all necessary documentation for program services and access to appropriate public

benefits and services.

- i. Use Critical Time Intervention as a case management/care coordination model.
- j. Maintain knowledge of community resources, social service agencies, and landlords.
- k. Maintain an appropriate caseload as determined by supervisor and the funder.
- l. Track eligible expenditures for each client, submit check requests in a timely fashion.
- m. Transport clients as deemed necessary.
- n. Attend Coordinated Entry meetings.
- o. Provide crisis intervention as needed.
- p. Other duties as assigned.

**3. Data**

- a. Use DAP (Data, Assessment and Plan) note formatting when entering case notes into the database.
- b. Complete documentation of all meetings and work related to clients thoroughly, accurately, and in a timely fashion.
- c. Conduct outreach to identify potential participants.

**4. Training and Supervision**

- a. Participate in the following:
  - i. Onboarding training activities.
  - ii. Monthly trainings, staff meetings and in-service trainings as required.
  - iii. Motivational interviewing skills building groups. iv. Weekly case conferencing.
  - v. Weekly supervision with immediate supervisor.

**PHYSICAL REQUIREMENTS:** Ability to climb stairs and to lift a minimum of 25 lbs.

**LICENSES:** Valid Alaska Driver's License. Car insurance. Access to reliable insured vehicle to be used for work-related travel in the Anchorage area.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_