



POSITION TITLE:	HFS Case Manager
FLSA:	NON-EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	YES/NO
CREATED DATE:	
REVISION DATE:	

## POSITION SUMMARY

Case Managers actively outreach and engage prospective clients, developing client centered goals to assist them in obtaining housing and wellness. Case managers quickly connect clients to community resources, coordinating with other agencies and providers, while regularly providing interventional connections and ongoing support for clients experiencing behavioral health or substance abuse challenges.

## ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

**Mission:** We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

**Vision:** All Individuals and Families are Flourishing.

**Impact Statement:** Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

**Guiding Principles:** - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

## ABOUT OUR PROGRAM/DEPARTMENT

Homeless Family Services (HFS) is a housing case management program for adults experiencing homelessness and unsheltered families with children. HFS staff work with families and individuals to address challenges they face on their path to permanent stability. The goal of HFS is to connect clients to resources so they can find a place to call home.

## REQUIRED COMPETENCIES

- **Accountability:** Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to adjust to improve their effectiveness; courage to have difficult conversations.
- **Adapting to Change:** Accepts and adapts to change in a professionally appropriate and thoughtful manner. Is willing to offer a different perspective or approach and yet knows when and how to stand down graciously and accept a well-thought-out decision. Embraces change.
- **Confidentiality:** Maintains the highest level of confidentiality regarding CSS's records and information. Appropriately uses internal confidential information for business purposes only.

- **Communicating Effectively:** Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.
- **Cultural Competence:** Demonstrates cultural competence and sensitivity with diverse groups across lines of race, ethnicity, religion, gender, socio-economic group, sexual orientation, and other identifiers.
- **Decision Making/Judgment:** Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.
- **Delivering High Quality Work:** Makes sure responsibilities central to the role meet all requirements and expectations. Finishes tasks promptly and critically reviews work to ensure quality and accuracy. Considers impact of work to others and takes steps to mitigate.
- **Results Orientation:** Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles.
- **Teamwork:** Interacts with people effectively. Encourages and respects the input of all team members. Communicates openly and honestly. Cooperates within the team and across the agency.
- **Stress Tolerance:** Displays emotional resilience. Deals with difficult and adverse events while maintaining professionalism and caring. Responds appropriately in the face of tension, emotion, and resistance. Seeks support from others when necessary and uses appropriate coping techniques.
- **Empathy:** Provides empathy towards clients who are receiving services. Focuses on individualizing care based on people's needs. Provides nonjudgmental services.

#### Knowledge:

- Knowledge of Critical Time Intervention and Intensive Case Management Models.
- Knowledge of the Principles of Case Management and Critical Time Intervention.
- Knowledge of Motivational Interviewing.
- Knowledge of Trauma Informed Care.
- Knowledge of federal, state, and local regulations pertaining housing and homelessness.
- Knowledge of Housing First Model and Harm Reduction.

#### RESPONSIBILITIES:

1. Conduct strengths-based assessment of program participant's current level of self-sufficiency.
2. Assist program participant with developing a service plan, to include goals and objectives, based on needs identified in self-sufficiency assessment.
3. Rapidly assist prospective clients in accessing housing and behavioral health case management programs.
4. Assist clinical services with scheduling and intake coordination for clients, as well as with ongoing care planning and documentation.
5. Thoroughly and accurately, document all meetings with program participants in their record.
6. Maintain program participant records in accordance with agency standards.
7. Advocate for participants in housing referrals, specialized counseling, employment, medical and mental health services, transportation and any other needed services.
8. Meet with program participants as prescribed by program guidelines.
9. Make follow up contacts to determine participant's status in housing placement, treatment or health related facilities.
10. Maintain current knowledge of and professional working with community resource and service providers.
11. Complete monthly statistics on case management services, provide the statistical data to the program director.

- 12. Coordinate service provision among different providers as needed.
- 13. Provide crisis intervention as needed.
- 14. Must have valid AK driver's license; must have own insured vehicle; flexibility to work varying hours and days of the week
- 15. Must be willing and able to transport clients in personal vehicle.
- 16. Other duties as assigned.

**QUALIFICATIONS:**

Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Excellent interpersonal skills; compassion is a must. Demonstrate dependability, maturity and initiative. Flexibility to deal effectively with a variety of people, situations, problems and changes. Ability to establish and maintain professional boundaries. Ability to accept supervision and work with other staff and community social service workers cooperatively. Must be comfortable working both in office and shelter settings as well as out in the field, and moving quickly between settings. Ability to climb stairs and to lift a minimum of 20 lbs.

**Education / Experience:** High School Diploma and at least two years' experience working with vulnerable adults. College degree preferred.

**Skills:** Must have excellent written and oral communication skills; time management skills; ability to write clear, accurate case management notes; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications.

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**WORK ENVIRONMENT**

<b>Rarely = 0 to 15% of the job.</b>	<b>Occasionally = 16 to 45%.</b>	<b>Frequently = 46 to 100%.</b>
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Work environment: The work environment is generally that of a typical shared indoor office space at Brother Francis Shelter. Case Managers can also expect to do outreach and case management in shelters and agencies throughout the community, in housing obtained for clients or public settings for unhoused clients, such as libraries and dining areas.

Physical demands: Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time. Driving is required.

Travel: Travel out of Alaska is rare. Travel within Anchorage is required.

<i>Employee Name</i>	<i>Employee Signature</i>	<i>Date</i>
<i>Supervisor Name</i>	<i>Supervisor Signature</i>	<i>Date</i>