POSITION SUMMARY

This position is an integral member in the operations for the Mobile Case Management project as part of the Homeless Family Services program. For more information about the program please look at the CSS website, at https://www.cssalaska.org/our-programs/homeless-family-services.

This position provides peer support and navigation services to individuals experiencing homelessness or at risk of homelessness, including accessing the Anchorage Coordinated Entry System, connecting individuals to CSS provided or other supportive services, and liaising with community organizations that serve low income Alaskans.

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; accepts responsibility for 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.

Initiative: Ability to identify the need for change and take steps to begin and follow through with plans to make the change.
**Innovation:** Brings about new ideas, methods, products, services, or solutions that have a significant positive impact and value. Transforms creative concepts into tangible outcomes that improve efficiency, and effectiveness, or address unmet needs.

**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 Humility:** Practices self-reflection and mindfulness of power imbalances in service delivery. Seeks to learn from others and build relationships based on mutual respect.

**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 of:**
- Harm Reduction
- Motivational Interviewing
- Trauma Informed Care
- Basic understanding of homelessness and various characteristics of homeless adult populations.
- Understanding of information and referral principles and ability to work with adults experiencing homelessness.
- Understanding of and ability to work with, a variety of community resources and partners.

**Skill:**
- Ability to work well with people in crisis and to assess and prioritize needs.
- Ability to advocate effectively for services and those in need.
- Ability to work effectively with clients displaying a wide range of behaviors.
• Ability to subscribe to philosophy of cooperation and continuity across programs.
• Ability to accurately use Alaska Homeless Management Information System (AKHMIS), other database programs.
• Effective Time Management.
• Effective Problem Solving.
• Fully proficient in Microsoft Office.
• Proficient in Data, Assessment, Plan documentation.
• Proficient using an electronic client record system.
• Eagerness to learn and demonstrates a growth mindset.
• Uses critical thinking to make decisions and provide thoughtful input.

RESPONSIBILITIES:

1. Work with individuals seeking services to complete assessments to be placed on the Anchorage Coordinated Entry System (CES) prioritization list.
2. Identify appropriate community resources and provide in-depth referrals to services, including but not limited to shelter, housing, medical and mental health services.
3. Assist individuals in applying for mainstream benefits, including Medicaid, food security applications, and Social Security disability.
4. Maintain client records including progress notes, incident reports, service transactions, and referrals in accordance with standards.
5. Provide in-person assistance and facilitate smooth transitions (“warm handoffs”) to intra-agency service providers.
6. Participate in crisis intervention as needed.
7. Initiate and maintain appropriate social interactions with clients while communicating/enforcing agency rules and policies.
8. Monitor work and meeting areas to maintain safety and security of clients and premises.
9. Actively participate in staff meetings and in-service training(s).
10. Work scheduled hours at shelter or center stations and/or milieu coverage and perform all duties of those areas.
11. Other duties as assigned.

QUALIFICATIONS:

Minimum Qualifications:

• High School Diploma or equivalent
• Lived experience in addiction and recovery, homelessness, and/or experience overcoming mental health symptoms with a minimum of two years of sobriety/recovery of either and must be active in their own recovery by participating in practices that support self-care, health, and over-all well-being.
• Employment is contingent upon receipt of a satisfactory state and federal background check.
• Possess a valid Driver’s License.

WORK ENVIRONMENT

Work environment: Work is performed both in a standard indoor office environment with frequent travel to service delivery sites in Anchorage and rarely out state travel for professional development.

Physical demands: the physical demands of the job, including bending, sitting, lifting, walking, and driving.
– Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk, traveling to camp sites and other agencies for several hours at a time.
– Ability to participate in recreational activities, such as hikes, and/or indoor/outdoor events with participants.
– Driving is required.

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

Location: 3RNC, with frequent travel to other service delivery sites in Anchorage.

/  
Employee Name  

/  
Employee Signature  

/  
Supervisor Name  

/  
Supervisor Signature  

/  
Date  

/  
Date  

4 of 4