

**GREENE LAMP COMMUNITY ACTION
JOB DESCRIPTION**

TITLE: Case Manager III

PROGRAM: Back @ Home-BOS Program

DEPARTMENT: Back @ Home

SALARY RANGE: Grade VII

REPORTS TO: CSBG Director

BASIC FUNCTION: Provides housing stabilization services for households with severe service needs.

DUTIES AND RESPONSIBILITIES:

1. Provide outreach and identify households not yet connected to the homeless service system.
2. Support households as they identify and move to permanent housing.
3. Assist clients in maintaining housing.
4. Provide supportive services and develop trusting relationships with clients in various stages of the housing process.
5. Be an effective mediator and advocate for all housing clients.
6. Conduct initial assessment, intake, and interviewing, of clients to determine eligibility.
7. Ensure that client interactions are person centered, goal-focused and reflect each client's goal plan.
8. Will utilize all relevant resources to avoid eviction as much as possible.
9. Work with each client to develop and/or strengthen their housing stability plan according to individual goals and objectives to obtain and maintain housing.
10. Assist individuals experiencing homelessness in obtaining appropriate vital documents such as birth certificates, social security cards, and IDs.
11. Coordinate with partner agency, Housing Collaborative, to ensure efficient and effective housing searching, lease-up and move-in process.

12. Maintain contact with all housing clients on a scheduled basis, appropriate to their particular status and needs including in their homes and in the community.
13. Provided clients training and support in the areas of personal hygiene, accessing community resources, medical adherence, household cleanliness and management or other needs as outlined in the client's housing stability plan.
14. Input case notes in a timely manner and ensure participant meetings, counseling sessions and overall program progress are documented in the Homeless Management Information System (HMIS) database.
15. Perform annual re-certifications for each household and accurately update files as necessary.
16. Attend regular case management team meetings, supervision and other specified meetings/trainings as required.
17. Provide clients training and support in the areas of personal hygiene, accessing community resources, household cleanliness and management or other needs as outlined in the client's housing stability plan.
18. Provide transportation vouchers as needed.
19. Communicate effectively in oral and written forms with clients, their families, their significant others, coworkers, supervisors, other service agencies and the community.

TELECOMMUTTING ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

In the event of a natural disaster and/or pandemic, this position may operate on a modified hybrid work schedule.

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Education and Experience Qualifications:

- Preferred Four-year college degree in social work, psychology, sociology, counseling, or related social service/science or healthcare related disciplines and one year of experience providing case management services; or
- Certification and/or licensure in a relevant discipline (e.g. Certified Addictions Counselor) may substitute for educational requirements; or
- Associate degree in social work, psychology, sociology, counseling, or related social services/science or healthcare related disciplines and one year of experience providing case management services
- Prior experience working with homeless population or populations with severe service needs

Knowledge and Skills:

- Effective oral and written communication
- Ability to communicate with clients, their families, and other service agencies in the community.
- Excellent listening and problem-solving skills
- Knowledge of relevant community resources.
- Ability to be flexible, adapt to rapid change in a fast-paced environment.
- Operate proficiently a computer, scanner, printer, copier hardware and MS Office software, among others as required.
- Prefer experience in using the Homeless Management Information System

Physical Requirements:

- Ability to walk and/or stand for extended periods of time
- Ability to lift and carry materials and/ equipment weighing up to 50 pounds
- Assist in moving clients in and out

Travel Requirements:

- Position requires travel within Back @ Home service areas
- Ability to travel in and out of state to attend Professional Development Trainings

Pre-Employment Requirements:

- Tuberculosis Skin Test
- Annual Physical Examination
- NC DHHS Criminal Records Check
- Valid Driver's License
- Proof of COVID-19 Vaccination

Other Agency Requirements

1. Establishes and maintains open working relationships with the community, agency staff, and administrative office.
2. Understands and follows lines of authority.
3. Understand Agency personnel Policies and Procedures.
4. Establishes and maintains a public image that will reflect positively on individuals, the program and the Agency.
5. Ability to occasionally work beyond normal business hours as deemed necessary.

WORKS CLOSELY WITH:

- CSBG Director
- Executive Director
- Greene Lamp, Inc. staff
- Local human services agencies
- Public and private employers
- Area landlords

ACKNOWLEDGEMENT:

I acknowledge that I have read and understand the job requirements, core functions and duties of this position.

Employee Signature: _____

Supervisor Signature: _____

Date: _____

DISCLAIMER: The job description doesn't imply an employment contract, nor is it intended to include every duty, task or instruction for which the employee is responsible.