



**Position:** Intensive Case Management Case Manager  
**Reports To:** Rapid Rehousing Program Manager  
**Classification/FLSA:** Full-Time/Non-Exempt

This position will work as part of a program providing Intensive Case Management Services (ICMS) to homeless families who are medically vulnerable and may have chronic medical conditions and co-occurring disorders, who utilize services of the Department of Health Services (DHS) hospital and outpatient system. This position is responsible for providing field based, direct participant services alongside a team of community providers, referring entities including DHS and the Family Solutions Centers (FSC). Intensive case management services include, but are not limited to, outreach/ engagement, case management assessment and service planning, mainstream entitlement application, Public Housing Authority subsidy and other county subsidy application, housing location, coordinating needed health services, and addressing all psychosocial service needs to stabilize participants in housing, reduce functional, health and mental health barriers, and promote recovery and community integration. This position will work out of UBH offices in SPA 6, as well as work in the field providing services in participants' homes, shelters, on the streets, in DHS facilities or wherever participants are residing throughout LA County.

## **ESSENTIAL FUNCTIONS**

- 1) Provides field based/ mobile case management services in the areas of, but not limited to: Independent living skills, housing stabilization, money management, community integration, employment linkage, benefits establishment, linkage to community providers for substance abuse, primary and mental health care, and all other services needed to assist participants in reaching their treatment plan goals.
- 2) Provide strengths-based case management and service coordination services designed to assist participants in obtaining and maintaining stable housing.
- 3) Develop individualized treatment plan in collaboration with participant addressing short-term and long-term goals.
- 4) Provide on-going case management support to assess progress and ensure treatment plan outcomes are met or changed as needed.
- 5) Conduct crisis and risk assessments in consultation with supervisor.
- 6) Provide crisis intervention services focused on enhancing the participants' ability to independently problem solve, utilize effective coping skills, and manage and self-coordinate own care.
- 7) Utilize evidence-based practices in service delivery such as intensive case management, Motivational Interviewing, Harm Reduction, Critical Time Intervention and Housing First practice.
- 8) Maintain documentation standards as set forth by the program contract and UBH policies, including maintaining compliance with HIPAA policies and practices.
- 9) Maintain demographic information and complete progress notes in CHAMP and/or HMIS on every face to face/ telephone contact with participant or collateral contact by the next business day at 5pm.
- 10) Complete intake, assessment, service plans in coordination with participant and within the documentation standards set forth by the program contract and UBH.
- 11) Liaise with Mental Health providers to address participant issues and formulate intervention strategies that focus on housing.

12) Other duties as assigned.

### **QUALIFICATIONS**

- 1) Bachelor's Degree in human services; Masters in social work preferred.
- 2) At least 2 years' experience working with homeless families.
- 3) Demonstrated knowledge and or experience with advanced case management techniques, including critical time intervention, harm reduction strategies, crisis intervention techniques and motivational interviewing.
- 4) Flexible work schedule to include some evenings and/or weekends as needed.
- 5) HMIS or CHAMP experience preferred.
- 6) Possesses a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs.
- 7) Ability to work independently and within a team environment and exercise mature judgment.
- 8) Ability to provide community and in-home based services on a regular basis.
- 9) Strong written and verbal communication skills.
- 10) Highly motivated self- starter with the ability to coordinate multiple projects/ tasks simultaneously in a high-pressure environment.
- 11) Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- 12) Ability to respond responsibly in emergency and crisis situations.
- 13) Basic computer skills including used of Windows Office Suite programs and using a data management system.

### **MANDATORY REQUIREMENTS**

- 14) Employment Eligibility Verification
- 15) Reliable transportation
- 16) Updated tuberculosis test
- 17) Successful completion of background screening.
- 18) CPR/First Aid training
- 19) Driving is an essential function of this position
- 20) Must have Valid CA Driver's License
- 21) Must provide proof of insurance coverage
- 22) Must be able to qualify for UBH insurance coverage

### **WORK ENVIRONMENT**

The employee may be in contact with families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations.

### **TO APPLY:**

To be considered for a position, email resume to [hr@upwardboundhouse.org](mailto:hr@upwardboundhouse.org). Please be sure to reference **Job Title** in the subject line of your email.