



Opening doors to
housing and recovery.

Job Description Case Manager II “safety sensitive job”

Safety sensitive position is a job or position where the employee holding this position has the responsibility for his/her own safety or other people's safety. An employee has to be with clear mind and diligent while occupying such positions.

This position is funded by veterans GPD program. Community based case management, designed to support previously homeless veterans, and education them on keeping their housing. Network and communicate with other community homeless programs.

Reports To: Veteran Communities Program Manager

Duties and Responsibilities

1. Develop Case Plan in conjunction with each new Veteran. Follow up with weekly case plan reviews to assist client in reaching identified goals.
2. Maintain all resident files in a confidential manner and in compliance with HUD and HIPAA standards.
3. Respond to Veteran requests for assistance by assessing services needed and providing direct intervention information and referrals services as appropriate.
4. Maintain a working relationship with Liaisons and Community Partners
5. Knowledge of the Veterans Administrations system and services
6. Interview clients to define level of need: personal and family reunification, finances, budgeting, employment coaching, food, clothing, housing, and substance abuse issues to determine nature and degree of problem.
7. Refer clients to mainstream services and other service organizations as needed.
8. Education around landlord and tenant rights and responsibilities, budgeting, connecting to other services, employment coaching, referrals to training programs.
9. Actively engage Veterans in services that improve their life skills, with a focus on ways they can be a good tenant.
10. Follow-up on referrals from GPD or HCHV program in order to assess outcomes and provide additional services as required.
11. Work a flexible schedule based on client needs, meet with clients in their residence.
12. Attend OPCS staff meetings, trainings, and meet with Supervisory staff as required.
13. Other tasks as assigned.

Qualifications:

1. Masters or Bachelor's degree in a field related to behavioral health with at least 1 year related experience or Associates' degree in a behavioral health related field and 2 years of full-time related experience or High School diploma or GED and 4 years full-time related experience.
2. Working knowledge of evidence-based interventions for persons with a variety of behavioral health concerns, including serious mental illness and substance abuse/dependence.
3. Willingness to learn and practice evidence based practices, such as Motivational Interviewing, Housing First and Harm Reduction.
4. Self-starter committed to a team approach, responsible, dependable, ability to set priorities, meet deadlines and work flexible hours.
5. Creativity and flexibility in assuming significant responsibility.
6. Experience working in racially, ethnically, and socio-economically diverse urban communities.
7. Strong communication, administrative and interpersonal skills.
8. Strong computer skills - Advanced Microsoft Office skills required (Word, Outlook, Excel, and PowerPoint).
9. EHR experience helpful.
10. Valid Arizona driver's license, proof of auto insurance and reliable transportation.
11. Bilingual/Bicultural and/or Veteran a plus.

Print Name: _____

Date: _____

Signature: _____