



Opening doors to
housing and recovery.

Job Description Case Manager II

Responsible for the engagement, needs assessment, support and coordination of care for individuals and families who have experienced chronic homelessness. The Case Manager II position is expected to serve Low Demand Shelter (LDS) Families, as well as transitional housing and all other OPCS programs as needed. The nature of this Case Manager II position will include providing services for various programs within the agency, as indicated by program need. The position requires flexibility, time management and ability to work with multiple teams and multiple OPCS sites with varying program requirements to serve clients and support the agency's mission of Housing First and Harm Reduction.

Reports To: Clinical Manager

Duties and Responsibilities

1. Complete Intake process and Behavioral Health Assessments as needed.
2. Develop Recovery Plan in conjunction with each new client. Follow up with weekly recovery plan reviews to assist and support client in reaching identified goals through providing one on one life skills and case management services.
3. Provide group life skills and group counseling addressing substance use, stress and wellness, prevention and activities of daily living.
4. Maintain all resident files in a confidential manner and in compliance with HUD and HIPPA standards.
5. Interview clients to define level of need: personal and family reunification, finances, employment, food, clothing, housing, medical, mental health and substance abuse issues to determine nature and degree of problem.
6. Provide treatment and services that promote client dignity, individuality, strengths, privacy, and choice.
7. Ability to recognize and respect cultural differences while meeting the needs of OPCS' unique and diverse client population.
8. Refer clients to mainstream services and other service organizations as needed.
9. Support clients in shelter with upholding program guidelines and provide appropriate guidance to those clients who may need additional support regarding program guidelines and harm reduction.
10. Attend OPCS weekly staff meetings, and meet with Supervisory staff as required.
11. Attend all required trainings.
12. Work closely with OPCS team, collaborators and other members of individuals support team, including Home Health Care agencies, parole and probation offices.
13. Write letters to courts and other agencies for individuals, as needed.
14. Understanding and responding to multiple program needs with regard to case management expectations, documentation and housing goals.
15. Ability to work with multiple teams, grants and client needs in a timely manner. This includes flexibility with work schedule and work sites.
16. 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, substance abuse/dependence and trauma.
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. Experience working in racially, ethnically, and socio-economically diverse urban communities.
6. Strong communication, administrative and interpersonal skills.
7. Strong computer skills - Advanced Microsoft Office skills required (Word, Outlook, Excel, and PowerPoint).
8. EHR experience helpful.
9. Possess and maintain valid CPR/First Aid Certification.
10. Valid Arizona driver's license, proof of auto insurance and reliable transportation.
11. Bilingual, Bicultural and/or Veteran a plus.