



Southern Arizona's Premier Social Service Agency

Old Pueblo Community Services is an Equal Opportunity Employer

Case Manager I

Youth Homeless Demonstration Project

This position works closely with youth aged 18 – 24 living in crisis transitional housing with a LGBTQ+ affirming culture. Responsible for the engagement, needs assessment, support and coordination of care for individuals who have experienced chronic homelessness. This position requires flexibility, time management and ability support the agency's mission of Housing First and Harm Reduction.

Employee Benefits

Competitive Salary , Employer Subsidized Health Insurance for Employee **and Family**, Employer Matching 401 (k) plan (after 1 year), Employer Subsidized Dental Plan and Vision Plan, Paid life insurance, Employer Paid Training, 136 Hours Paid Time Off (PTO) Per Year

Selected by the Tucson Metro Chamber of Commerce as the best non-profit for Workforce Development in 2019, and Outstanding Non-profit in 2014.

Duties and Responsibilities:

1. Complete Intake process.
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.
3. Maintain all resident files in a confidential manner and in compliance with HUD and HIPAA standards.
4. 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.
5. Refer clients to mainstream services and other service organizations as needed.
6. Monitor residents' compliance with program guidelines and provide appropriate guidance to those residents who are out of compliance.
7. Provide treatment and services that promote client dignity, individuality, strengths, privacy, and choice.
8. Ability to recognize and respect cultural differences while meeting the needs of OPCS' unique and diverse client population.
9. Support clients in housing with upholding program guidelines and provide appropriate guidance to those clients who may need additional support regarding program guidelines and harm reduction.
10. Understanding and responding to multiple program needs with regard to case management expectations, documentation and housing goals.
11. Attend OPCS weekly staff meetings, trainings and meet with supervisory staff as required.
12. Attend all required trainings.
13. Work closely with OPCS team, collaborators and other members of individuals support team, including Home Health Care agencies, parole and probation offices.
14. Ability to work with multiple teams and client needs in a timely manner. This includes flexibility with work schedule and work sites.
15. Write letters to courts and other agencies for individuals, as needed.
16. Other tasks as assigned

Qualifications: High School diploma or GED and less than 4 years combined education and experience in a behavioral health related field. Working knowledge of evidence-based interventions for persons with a variety of behavioral health concerns, including serious mental illness and substance abuse/dependence.

Job Status
Full Time

Pay Rate
DOE

Pay Comments
Salary based on experience.

We are willing to train those who are passionate about helping people and willing to go the extra mile to help the client.

Mail Resume/Application to:

Ms. Jeanie Pike
HR Director
Old Pueblo Community
Services
4501 E. 5th St.
Tucson, AZ 85711

Email Resume/Application to:
hr@helptucson.org



Employment References, drug screen and background check is conducted pre-employment.

Willingness to learn and practice evidence based practices, such as Motivational Interviewing, Housing First and Harm Reduction. Self-starter committed to a team approach, responsible, dependable, ability to set priorities, meet deadlines and work flexible hours. Experience working in racially, ethnically, and socio-economically diverse urban communities. Ability to work patiently with clients and staff and be motivated to help people in challenging situations. Helps client to modify attitudes and patterns of behavior by increasing understanding of self, personal problems and client's part in creating them. Strong communication, administrative and interpersonal skills. Strong computer skills - Advanced Microsoft Office skills required (Word, Outlook, Excel, and PowerPoint). EHR experience helpful. Possess and maintain valid CPR/First Aid Certification. Valid Arizona driver's license, proof of auto insurance and reliable transportation. Bilingual, Bicultural and/or Veteran a plus.