



Opening doors to
housing and recovery.

Job Description Case Manager I

Responsible for the engagement, needs assessment, support, and coordination of care for individuals who have experienced chronic homelessness.

Reports To: Program Manager

Duties and Responsibilities:

1. Complete Intake process.
2. Ensure a recovery plan is completed with each new client. Follow up with weekly recovery plan reviews to assist and support client in reaching identified goals. Ensure that recovery plans are updated to reflect changes in goals and to reflect progress.
3. Maintain all resident files in a confidential manner and in compliance with HUD and HIPPA 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. Attend OPCS weekly staff meetings, trainings and meet with Supervisory staff as required.
8. Work closely with OPCS team, collaborators and other members of individuals support team, including Home Health Care agencies, parole and probation offices.
9. Write letters to courts and other agencies for individuals, as needed.
10. Other tasks as assigned

Qualifications:

1. High School diploma or General Education Equivalent (GED) and 3 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. Electronic Health Record experience preferred.
10. Possess and maintain valid CPR/First Aid Certification.
11. Valid Arizona driver's license, proof of auto insurance and reliable transportation.
12. Bilingual, Bicultural and/or Veteran a plus.

Print Name: _____

Date: _____

Signature: _____