



Sacramento Self Help Housing Job Description

Employee's Name:
Job Title: Case Manager
Department: Interim Housing Department
Reports To: Team Supervisor
FLSA Status: Non-Exempt
Prepared By: HR to Go
Prepared Date: March 2019

Summary: The Case Manager reports directly to the Team Supervisor and is responsible for case management and supportive services for Interim Housing Program participants. The Case Manager will also be responsible for ensuring accurate and comprehensive records of all activities related to case management of assigned Interim Housing program participants, and will assist the Team Supervisor to ensure that proper documentation of all Interim Housing Case Management activities exists for each assigned program participant.

"Employment decisions of personnel will be made solely on the basis of merit, skill, training, ability, and qualifications without discrimination with regard to: race, age, color, religious creed, gender, genetic information, genetic characteristics, gender identity, gender expression, transgender status, religion, marital status, military status, age, national origin or ancestry, physical or mental disability, medical condition, pregnancy, sexual orientation, or any other consideration made unlawful by federal, state or local laws."

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Maintains a caseload of approximately 15-20 chronically homeless individuals.
- Maintains regular weekly visits to all housing sites.
- Conducts the participant's intake assessment.
- Develops an individual action plan with each client that clearly specifies tasks and time-lines leading directly to target goals. Encourages, supports, and assists clients to achieve their goals.
- Provides individual support, as necessary, which may include: completing paperwork, forms, and applications; referring to appropriate resources and services; setting appointments for services; transport and accompany clients to appointments for support and advocacy.
- Maintains case files and records of all services delivered, in accordance with agency standards.
- Attends scheduled meetings with agency, as well as partnering agency staff, to provide personal insights and advocacy.
- Completes weekly progress reports to keep records of participant progress towards achieving his/her goals in the individual service plan.



- Provides crisis interventions and respond to participant's situation in an appropriate manner.
- Provides employable participants with job leads or job training opportunities.
- Participates in SSHH in-service and outside training as directed.
- Comprehends and adheres to ethical standards and confidentiality laws.
- Ensures individuals served are treated with dignity and respect.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.
- Perform other related duties as required.

Supervisory Responsibilities: This job has no supervisory duties.

Measures of Performance: The Case Manager shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. *Problem Solving* - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics. Identifies potential hazards or concerns and communicates to appropriate personnel.
2. *Forward Thinking* - Anticipates possible problems and develops contingency plans in advance; Anticipates the consequences of situations and information and plans accordingly; Anticipates how individuals and groups will react to situation and information and plans accordingly.
3. *Interpersonal Skills* - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
4. *Oral Communication*- Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Organizes ideas clearly in oral speech; Responds well to questions; Demonstrates group presentation skills; Participates in meetings
5. *Written Communication* -. Writes clearly and informatively; Edits work for spelling and grammar. Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
6. *Judgment* - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions. Identifies appropriate time for sharing ideas and information.
7. *Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.



8. *Personal Credibility* - Does what he/she commits to doing; Respects the confidentiality or information or concerns shared by others; Is honest and forthright with people; Carries his/her fair share of the workload. Maintains appropriate boundaries.
9. *Safety and Security* - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
10. *Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Bachelor's degree (B.A.) or equivalent from four-year college or technical school; or two to three years related experience and/or training; or equivalent combination of education and experience. Requires general knowledge of issues of homeless, mental health, substance abuse, and Case Management Techniques.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Other Skills and Abilities: Ability to work with individuals from diverse backgrounds. Ability to work independently and as part of a team. Aptitude to prepare clear and concise reports. This position requires the ability to communicate and comprehend oral and written information in



English, think critically, analyze information and make reasonable decisions. Bi-lingual in Spanish is a plus.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 15 pounds. Extensive local travel and reliable transportation is required. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually noisy.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the "Essential Requirements" of the job outlined herein, except as noted here (If none, so state): _____

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.

I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:



I certify that I am fully capable of completing all of the responsibilities documented herein and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is "at will," for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

Employee's Signature

Date

Supervisor's Signature

Date