



## **Clinical Case Manager for Housing First and SUPR PSH**

### **Description**

Provide wrap around clinical assistance and services to permanent supportive housing program participants with disabilities including mental health and substance use diagnoses living in scattered site units across the City of Chicago. This position works closely with our street outreach team. Services include attending to the psycho-social, health, financial, recreational, nutritional, and housing needs.

### **Job Duties**

- Providing intensive mental, physical, and social health case management services in the community, including community building and social activity planning and implementation. These services will be delivered using the following core principles: Harm Reduction, Trauma Informed Care, and Housing First.
- Caseload of 15 participants.
- Identifying participant needs, including barriers to receiving appropriate services and assisting with effective problem solving to address issues;
- Providing treatment planning, coordination, and implementation of services needed;
- Providing information, linkage, referral and advocacy for participants with agencies in the community, including crises intervention services when needed;
- Working with participants to increase their skills and income, improve their self-determination, and maintain residential stability;
- Maintaining the confidentiality of participant information in any written, oral, or electronic form including, but not limited to, health information, HIV/AIDS status, and disability information. Releasing such information only as needed and with the proper release from the client unless mandated by law;
- Reporting all incidents of abuse, and/or neglect as required by state law;
- Maintaining accurate and up-to-date records using one or more electronic health records and paper files on all participants receiving services, including maintaining records necessary to fulfill grant requirements and third party payers;
- Coordinating the provision of appropriate services from other providers from the community at buildings at which participants are living;
- Coordinating transitions from participants living in sheltered/unsheltered environments. This includes, utilities, move in kits, furniture, and communicating effectively/cooperatively with outreach, landlord, and housing department.
- Working cooperatively with building management and housing department to ensure residential stability of participants;
- Act as a liaison between landlords/property managers and clients. Work with the landlords to resolve landlord/client disputes.

- Identifying and developing training opportunities for participants;
- Reports to the assistant team leader and team leader of street outreach.

### **Essential Functions and Responsibilities: Case Management**

- Provide case management services including intakes, assessments, service planning, referral and linkage management, and advocacy to a caseload of 20 individuals or families who are formerly homeless.
- Identify client needs, including barriers to receiving appropriate services and assist with effective problem solving to address issues.
- Conduct weekly to bi-weekly home visits to ensure housing stability, support in development of life skills, and foster emotional support. In addition to home visits, case managers may meet clients in the community and provide additional support through phone calls and coordination with other team members.
- Perform crisis prevention and interventions as needed using Harm Reduction & Trauma Informed Philosophies.
- Assist clients in meeting all lease requirements including documentation and income certification. Work with clients to assist them in addressing issues in order to prevent eviction.
- Ensure clients are receiving all necessary covered health insurance benefits including medical and behavioral health services.
- Ensure clients respond to requests to verify eligibility as part of the State's Medicaid redetermination process in a timely manner so as not to lose medical coverage.
- Make appropriate referrals for services based on client goals and needs and ensure that linkages are secure and functional.
- Provide education and resources based on the needs of client with regard to maintaining housing and improving income status, community involvement, personal hygiene, life skills, and other identified needs.
- Assist clients in enrolling in public benefits such as SNAP, SOAR or employment readiness programs.
- Assist clients in obtaining state ID, social security card, birth certificate, and other necessary documents to receive services.
- Verify enrollment in medical care or support clients to engage in medical care by providing information, assisting in finding medical provider or helping clients make appointments
- Refer and link clients to appropriate services within the system of care that promotes positive health outcomes, treatment adherence, and greater self-sufficiency.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

**Administrative Ability:** The ability to maintain accurate work records and access these records as necessary.

**Affordable Care Act (ACA):** Knowledge of the Affordable Care Act and the rules defining eligibility and enrollment policies. This includes knowledge of the provisions of the Affordable Care Act related to Medicaid.

**Attention to Detail:** The ability to accomplish a task with concern for all areas involved, no matter how small. This includes the ability to notice inconsistencies/faults in foundation processes to ensure the quality of services provided by the organization and to prevent further inefficiencies.

**Autonomy:** The ability to work without close supervision, taking ownership of work activities and ensuring tasks meet agency standards.

**Case Management:** The ability to assess participant's needs, create care plans, and follow-up in order to address barriers and ensure care is continuous and comprehensive.

This includes the ability to utilize tools (i.e., adherence counseling, risk assessment) for case management purposes.

**Customer Service Orientation**: The ability to provide efficient quality service to both internal and external customers. This includes putting the customer first, following through on responsibilities, ensuring that promised work is completed, taking responsibility for commitments.

**Database Use**: Proficient use of Microsoft Excel and/or other database programs. This includes the ability to generate basic reports using these programs.

**Dependability**: The ability and willingness to take ownership of work activities and ensure that they are completed accurately, efficiently, and in a timely manner. This includes being conscientious, committed, reliable (e.g., adhering to the attendance policy), trustworthy, and accountable for completing work activities

**English Language Proficiency**: The ability to speak English and understand spoken English when receiving instructions, and talking with management, co-workers, and customers.

**Follow-Through**: The ability to follow up with participant in a timely manner. This includes the ability to monitor and actively participate in the continuation and completion of a task or activity to ensure follow-through and proper completion. Including but not limited to: Assessments, completing leasing documents on time, responding to emails within a 48 hour period, entering data to corresponding systems, tools, and Case Worthy according to policy and procedures.

**Harm Reduction**: Knowledge of strategies directed toward individuals or groups that aims to reduce the harms associated with certain behaviors. This includes knowledge of target populations and the context in which harm reduction strategies are delivered. This also includes the ability to apply harm reduction strategies to reduce adverse consequences.

**HIPAA**: The ability and willingness to learn and understand the Health Insurance Portability and Accountability Act (HIPAA) guidelines and procedures specific to protecting health information (for example, releasing medical information, waste disposal, security)

**Homeless Populations**: Knowledge of the causes of homelessness, who it affects, and the factors (e.g., racial inequities, Socio Economic Status) that can contribute to an individual being homeless. This includes the ability to understand the culture of homelessness and engage homeless or formerly homeless populations.

**Initiative**: The ability and willingness to take independent action and complete job tasks without being instructed to complete them. This includes the ability and willingness to recognize assignments or tasks that need to be completed, to seek out additional assignments or tasks, and to help others.

**Interpersonal Skills**: The ability to develop and maintain professional, trusting, and positive working relationships with managers, supervisors, staff, co-workers, partner agencies, and vendors. This includes the ability to engage others in conversation and actively participant in conversations while interacting with others; being cooperative, approachable, and taking time to listen to and address other's questions or concerns; treating others with kindness, respect, and dignity; and expressing empathy and compassion when dealing with the needs and problems of others.

**Planning and Organizing**: The ability to prioritize, plan, and coordinate work activities, and manage resources so that work objectives are accomplished efficiently. This includes using Microsoft Outlook and other software tools to successfully schedule work tasks, participant meetings, FHP SIT meetings, and all other required work activities.

**Problem Solving**: The ability to define, diagnose, and resolve problems. This includes seeking, logically examining, and interpreting information from different sources to

determine a problem's cause and developing a course of action to resolve the problem and to prevent its recurrence.

**Resolving Conflicts**: The ability to manage and resolve conflict or disputes between individuals. This includes seeking an understanding of all sides involved in the conflict and striving for win-win solutions.

**Stress Tolerance**: The ability to work productively and effectively when faced with stressful work situations and time constraints. This includes the ability to maintain patience and effective interactions with others under stressful working conditions, and to maintain a calm, controlled, and professional manner when facing high pressure and demanding situations.

**Supportive Housing**: Knowledge of supportive housing programs (affordable housing with support services) for individuals/families confronted with homelessness and who also have very low incomes and/or serious, persistent issues that may include addiction or alcoholism, mental health, HIV/AIDS, diverse disabilities or other serious challenges to a successful life. This includes the ability to implement a Housing First model.

**Teamwork**: The ability to actively participate in and contribute to team effectiveness. This includes demonstrating commitment and willingness to focus individual effort to ensure the success of the team, department, or agency.

**Communication Verbal & Written**: The ability to communicate information clearly and politely to co-workers, supervisors, and guests when speaking. This includes targeting the amount, style, and content of the information to the needs of the receiver. The ability to write sentences and paragraphs following the basic rules of spelling, grammar, and punctuation

## **Physical Demands**

- The physical demands are representative of those found in a general office environment. The ability to walk, stand, use stairs, or sit for long periods of time. Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (20-25 pounds.)

## **Work Environment**

- Regular travel to off-site locations in Chicagoland is required. This position operates in a professional office work environment. Occasionally, some out of area travel may be expected. Workplace is a smoke and drug free environment. Work schedules and/or locations may vary, depending upon the scheduling needs of the program. May be required to attend meetings at other locations; require travel outside of normal work hours. Any changes in work schedules and/or location will be implemented in accordance with agency policy.

## **Transportation of Participants**

- A Willingness to provide transportation for participants of the program to assist in maintaining housing and health.
- Daily access to a personal vehicle.
- Maintain valid driver's license.
- Must obtain and maintain liability car insurance of:
  - \$100,000 per person bodily injury
  - \$300,000 per accident
  - \$100,000 property damage

## **Core Competencies**

- Must have the ability to relate appropriately and effectively with participants, to other staff and to personnel of other community agencies.
- Knowledge of community resources, instructional skills and ability to present information.
- Skill to organize and document notes and service plans.
- Knowledge of and willingness to match programs and services appropriate for participants.
- Skill to establish and maintain effective working relationships.
- Ability to work independently and as a member of an interdisciplinary team.
- Ability to work in a collaborative environment.
- Excellent time management skills.

## **Minimum Qualifications**

- Qualified candidates will have at least a Bachelor's Degree in Social Work or a related field.
- One year experience in PSH, Case management, or recovery community.
- Current Illinois License preferred.
- Experience with populations experiencing homelessness, mental illness, and people who use drugs.
- Experience with Harm Reduction techniques, working with mental illness and substance use is required.
- Proficient use of Microsoft tools such as excel, calendar, email.
- Must have a current Illinois Driver's License and a working automobile with insurance coverage and willing to drive participants to critical appointments to sustain housing and health.

## **Other**

- Maintain required professional knowledge and job skills. Attending and participating in staff development opportunities.
- Perform other duties as assigned.

## **Preferred Qualifications**

- Master's Degree preferred.
- Three years of PSH, case management, or recovery community.
- Knowledge of HMIS preferred.

Job Type: Full-time

Salary: \$38,000.00 - \$45,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday