

Community Outreach, Inc.
Position Description

Position Title: Case Manager / Coordinated Entry Specialist
Status: Full or part time / hourly
May include some evenings and weekend work
Pay Range: \$14.78 - \$15.46 / hour
Organizational Relationship: Reports to Case Management Director

Agency Conformance Statements:

In the performance of their respective tasks and duties, all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision
- Interact professionally with other employees, clients, donors, and outside agencies
- Work effectively as a team contributor on all assignments
- Work independently while understanding the necessity for communication and coordinating work efforts with other employees and organizations

Position Purpose:

The Case Manager / Coordinated Entry Specialist provides case management services for women, men and families enrolled in the Transitional Housing Program, including intakes, screening for current and prospective housing residents, goal planning, appropriate referrals, regular client meetings, facilitation of Life Skills and other groups, and uploading and maintaining HMIS (Homeless Management Information System) records.

Responsibilities and Duties:

- Maintain professionalism at all times
- Abide by existing agency confidentiality policies
- Perform all the duties of the Social Service Assistant
- Assist clients enrolled in the Transitional Housing Program with appropriate implementation of objectives and goals
- Conduct regular case management meetings with clients
- Facilitate Life Skills or other group meetings
- Maintain client charts according to agency guidelines
- Participate in multi-disciplinary staffing, and present clients according to agency guidelines

- Ensure that clients understand and adhere to program rules and expectations
- Assist with special events and presentations
- Gather and maintain program statistics
- Complete and distribute all required periodic reports accurately, and in a timely manner
- Conduct Coordinated Entry Screenings for all current and prospective housing residents
- Update records on HMIS system as required by Coordinated Entry guidelines
- Provide continuous process improvement and development recommendations, and execute approved recommendations and initiatives
- Perform other duties as required or assigned

Qualifications:

- BS/BA plus at least 2 years of full-time relevant experience in social services or a related field, or high school diploma or equivalent plus at least 5 years of relevant experience in social services or a related field
- Must have knowledge of issues concerning the homeless populations, and experience working with low-income and homeless individuals and families
- Must have excellent abilities in collaborating and maintaining positive relationships with other providers
- Strong organizational, computer, communication and interpersonal skills are a must
- Knowledge around issues of domestic violence, mental health, and alcohol and drug abuse are highly desirable

Special Position Requirements:

- Ability to make well-reasoned decisions affecting clients and the agency
- Ability to maintain clear professional and personal boundaries with the clients we serve
- Ability to communicate effectively with clients and other staff members
- Exceptional organizational skills, and attention to detail
- Proficient in data entry and familiar with basic computer tasks
- Ability to understand and consistently follow the rules and policies of the service programs
- Ability to create and maintain the highest levels of confidentiality when dealing with client information and sensitive situations