

Job Title: Journey Home OKC Case Manager		Department: Journey Home	
Reports to: Journey Home OKC Program Director		Date: 07/07/2016	
Job Code:	Type of position:	FLSA:	Position Details:
WC Code:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	<input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

JOB SUMMARY

The Journey Home OKC Case Manager provides service activities, home-based case management, community-based resource referrals and advocacy efforts for participants in Homeless Alliance's (HA) Journey Home OKC program. This position is responsible for monitoring participants' progress and needs, accessing and linking participants to resources and tracking participants who have exited the program. The Journey Home OKC Case Manager assists tenants in achieving goals as related to HUD grant requirements.

RESPONSIBILITIES

- Provides field based/mobile case management services using evidence-based practices such as intensive case management, Motivational Interviewing, Harm Reduction, and Housing First practices to persons experiencing long term homelessness. Case management will pursue an engagement process seeking to build a relationship of trust and support and will involve outreach, screening, intake, assessment, individual service plan development, monitoring, linkage to appropriate community resources, follow-up, advocacy, appropriate discharge, tracking tenant outcomes.
- Maintains precise and accurate documentation of case management services, including client files and entries into the program database (HMIS) for every face to face or telephone contact or collateral contact by the next business day.
- Assists participants with completing lease agreements and obtaining other supportive documents such as identification, social security cards and so forth as required by leasing agents/property.
- Assists tenants in accessing and maintaining entitlements and benefits.
- Assists tenants in achieving goals relating to HUD grant compliance; focuses on meeting the specific needs of each individual or family through tenant-driven ISPs (Individual Service Plan).
- Participates in Coordinated Case Management with Homeless Alliance co-located partner agencies.
- Facilitates groups and activities with program participants.
- Facilitates and coordinates supportive activities with Homeless Alliance partners, including employment assistance programs, job readiness training, financial education, and behavioral health services, to meet the person's needs, preferences, and goals to build upon his/her strengths.
- Assists tenants with obtaining services and supports to enable the person to remain stably housed and reach self-capacity. Advocates for needed services and assists tenants in meeting the obligations of tenancy.
- Transports clients as needed.
- Establishes and maintains close collaborative working relationship with community resources; attends and participates in appropriate coalition and other community resource meetings.
- Performs other related duties as required.

REQUIREMENTS

- Dedicated to end homelessness in Oklahoma City with a sense of urgency.
- Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs.
- Strong advocacy skills.
- Strong writing, reading, listening and speaking communications skills.
- Able to set and observe appropriate boundaries with clients.
- Possess well-developed, decision making skills, attention to detail with a high level of accuracy.
- Ability to excel in a diverse, collaborative team environment.
- Possess a high level of interpersonal skills to handle sensitive and confidential Homeless Alliance, client, donor, and employee information and situations.
- Able to multi-task and remain calm in demanding and unpredictable situations.
- Possess ability to understand various Homeless Alliance operations and procedures.
- Able to maintain a professional, customer service-oriented attitude at all times.

- Ability to meet face-to-face with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.; able to develop rapport, provide information, and refer with sensitivity to cultural issues.
- Ability to work and communicate with staff, clients, donors, vendors, community agencies, etc. to meet their needs in a polite, courteous and cooperative manner, yet appropriate assertive as situation may demand.
- Display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Possess excellent time management skills and the ability to work with minimum supervision.
- Knowledge of community resources available in Oklahoma City.
- Ability to transport individuals as needed, and travel to various sites and locations daily.
- Able to meet a flexible work schedule including evenings and weekends and available on-call for emergencies by telephone and/or cell phone.

EDUCATION & WORK EXPERIENCE

- Undergraduate degree in social work or behavioral science.
- Two plus years of previous experience in adult case management.
- Computer literate; experienced with Microsoft Office (Word, Excel), Outlook, Internet.

LICENSES AND CERTIFICATIONS

- Valid Oklahoma driver's license & Proof of Insurance
- ODMHSAS Case Management Certification and SOAR Training preferred

PHYSICAL REQUIREMENTS

While performing duties of this job, the employee is regularly required to sit and work at a computer for long periods of time in an office environment and must be able to lift/move weight up to 25lbs. Employee is also required to accept incoming calls and must be able to hear and speak. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent perform the responsibilities and functions of the job efficiently. Must have the manual dexterity to manually operate and use a computer. Incumbent must be able to drive in all weather and road conditions. The noise level is quiet to moderate; non-smoking environment.

Work Environment

The employee will work in an office and public, service-delivery environment. Hectic situations can occur in the public area of the facility characteristic to working with the homeless community and the related concerns and situations related to homeless conditions. Potential exists for volatile and unpredictable situations to occur. May experience exposure to strong odors such as soiled clothes and poor hygiene.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet 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 requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

This is a grant-funded position and is contingent upon the availability of federal funds.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

This is a full-time position. Salary commensurate with level of skills and experience. Health and dental benefits included. To apply, send cover letter and résumé with three professional references to Meghan Mueller at mmueller@homelessalliance.org