

Los Angeles Mission, Inc.
Job Description

Job Title: Senior Case Manager
Department: ADC Women's Resident Ministries
Reports To: V.P. Women & Family Programs
FLSA: Regular, Full Time, Exempt
Prepared By: Human Resources
Approved Date: Revised July 2018

SUMMARY: Demonstrates Christ-like behavior and attitude in all job duties and responsibilities. The Senior Case Manager must have extensive experience working with individuals that are chronically homeless, abusing alcohol/drug/addiction, domestic violence, human trafficking victims and recovery program services. The Senior Case Manager reports to and under the direct supervision of the VP of Women's and Family programs and will provide overall program case management supervision and case consultation directly with case managers. The Senior Case Manager will be responsible for monitoring and maintaining confidentiality, case management guidelines, and Safety at the Anne Douglas Center by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

- The Senior Case Manager oversees the application/Intake/Information gathering process, oversees the case management system, coordination of program services, and the community referral process; trains and co-supervises assigned case managers in assessing, developing Individualize Service Plans (ISP)/ care plans in addressing comprehensive student needs.
- The Senior Case Manager position supervises program case management services; oversees program services, and utilizes evidence-based best practices such as ACT (Assertive Community Treatment), intensive case management, behavioral contracts, critical time intervention, motivational interviewing, and trauma-informed approaches in providing coordination of program services including but not limited to the following: bio-psychosocial health assessments, progress checks, verifications/completion letters, homelessness certifications, Individualized Service Plans (ISP), care plan development, goal setting, treatment planning, develops intervention plan that addresses identified need for recovery, housing, employment, substance abuse treatment, mental health coordination, and ISP implementations, arrangements of client services, on-going monitoring of clients well-being, linkages to mental health services, linkages to permanent housing, and other support services as needed.

- Provides daily consultation to case managers, monitors case management activities of case managers, tracks number of clients enrolled, served, discharged, conducts daily/monthly tracking/monthly reporting, and tracks occupancy fees, SSI, GR, food stamps, gratuity and other cost analysis reporting.
- Convenes weekly case manager team ISP/care-plan and utilization reviews in order to review, implement, and approve ISP/care plans and to assure quality, appropriateness, request mental health/social services, crisis intervention, and effectiveness of program services, and referral to other support services. Maintains intensive case management documentation standards for all program cases, completes progress notes, and ensures daily case documentation and computer case note entry into computer case management system.
- Approves and coordinates program services identified as urgent or critical by case managers/staff as detailed in the ISP/care service plan.
- Co-supervises case managers, reviews and records ISP/care service plans in computer system (HMIS/Client Track) and identifies treatment planning, goal-setting, and completion dates; provides feedback to the case managers regarding status of the clients and proactively works with case manager to ensure student progress.
- Works in a team-proactive effort approach with case managers in meeting effective program services, full-bed occupancy rate, identifying gaps in program services and provides or arranges support services.
- Evaluates case managers' performance and provides individualized supervision, training and development pathways.
- Co-supervises the entry pathway from application/ intake/Information gathering process to discharge/exit planning, and confirms a referral process to ensure continuum of care, higher level of care, and successful completion of student goals, program graduation, obtaining employment, and housing services.
- Provides crisis intervention and resolves conflicts between staff, clients, and clients' families as needed.
- Develops, maintains, and updates case management systems, case management computer system, computer ancillary needs, develops ISP treatment planning flow-charts and updates students' ISP files.
- Ensures/maintains confidentiality of client files, program, and HIPAA information.
- Works with VP of Women's and Family Programs to coordinate day/evening program services, coordinates and schedules outside service providers.

- Maintains updated community resources for utilization of coordinating services, providing/dispersing information, referrals or consultations as needed.
- Ensures case managers document appropriately and enter client information into case management system, service care plans, case notes into IEP computer system and into Client Track, HMIS, student files, and documents all care services information, referrals or consultation services.
- Monitors and evaluates the efficiency and effectiveness of program service delivery, case management methods and procedures; recommends best practices for computerized case management methods.
- Coordinates and reviews the work plan for case managers; assigns cases/caseloads per case manager, work activities, special projects, and programs services; reviews and evaluates ISP, case management methods, and procedures; works with case managers to identify critical and mandated student issues/goals.
- Coordinates/monitors and works with court system, DOJ, DMH, and social services to coordinate program services to comply with court orders, probation department and social services mandates.
- Develops ISP/ care service plans short-term/long-term goals and determines program services needed, monitors student progress and ensures treatment plan outcomes are met and/or changes as needed.
- Develops and maintains proactive working relationships within ADC, the community, organizations, and councils to expand program awareness, referrals, and services.
- Serves as the liaison for case managers and staff with the men's programs and outside agencies; tactfully negotiate and resolve sensitive issues.
- Conducts crisis intervention that assist/support students' ability to independently problem-solve by utilizing problem-solving skills and manager self-care.
- Diplomatically responds to and resolves difficult and sensitive inquiries and complaints.
- Conducts monthly in-house staff training. Conducts community outreach and presentations.
- Meets weekly with the VP of Women's and Family Programs to report on program services status.
- This position is a state-mandated position for reporting of child abuse and elder abuse; reporting domestic violence and human trafficking. Files TRO's, and required to comply and adhere to all legal mandates.

- Manages case managers timekeeping, staff tracking and submission of biweekly timecards for ADC on-call and non-exempt staff.
- Schedules, coordinates, and may lead weekly staff meetings, includes preparing/taking and distributing agenda and minutes.
- Attends weekly LAM Family Devotions.
- Attends LAM/ ADC chaplaincy & related interdepartmental meetings.
- Offers prayer and encouragement consistent with Scripture and the principles of Los Angeles Mission, Inc., as deemed appropriate.
- Assist with other work related tasks as deemed appropriate for effective operations of the ADC upon request of the V.P. of Women & Family Program.
- Participates in special projects assigned by V.P. Women's & Family Programs.
- Participates in active recruitment and community outreach to bring in new students.
- Perform other related job duties as required.

SUPERVISORY RESPONSIBILITIES:

- Co-supervises case managers.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily while maintaining professionalism and confidentiality agreement. 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:

Master's Degree in Social Work, MFT/MFCC, and/or Clinical Psychology or related field from an accredited university.

B.A. Theology and Biblical Counseling.

Five years of increasingly responsible experience in case management of program services, and/or human services programs including two years of supervisory responsibility.

Preferred: Licensed in LCSW, MFCC/MFT, Clinical Psychology and/or related field.

Required: Certified Alcohol & Drug Counselor.

Valid California state issued driver's license.

Reliable transportation.

KNOWLEDGE AND ABILITIES:

Knowledge:

High risk and diverse populations.

Comprehensive case management, goal-setting, and rehab recovery long-term-care systems.

Available resources in the city, county, and state for rehab recovery care.

State and federal regulations on social services and mental health service programs.

Time and records management for case workers.

Interviewing techniques.
Case notes standards and techniques.
Case management computer systems, HMIS and software.

Ability to:

- Relate to the needs of multiracial-cultural low income population
- Make an accurate assessment of client's mental, social, and physical status.
- Utilize effective oral and written communication skills.
- Identify and solve problems on a timely basis.
- Maintain accurate and up-to-date records.
- Supervise, train and evaluate assigned case managers and staff.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Maintains liaison with community agencies to promote the programs.
- Work independently and with a minimum of supervision.

Environmental Conditions: Work is performed primarily in a standard office; incumbents may be required to work occasional extended hours including evenings and weekends.

Physical Conditions: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

TECHNOLOGY SKILLS:

Computer literacy is required. Must be able to operate Microsoft Word, Microsoft Outlook, and internet-based applications like Paychex Flex Employee/Manager Self Service Portal and Outlook Web Access with ease. Other business software may be deployed related to job functions.

LANGUAGE SKILLS:

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

MATHEMATICAL SKILLS:

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

LOS ANGELES MISSION EVENTS:

All Mission employees are required to work the four (4) yearly Mission street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

PHYSICAL 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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to a disagreeable element such as noise, heat, dust, or cold. Employee may be exposed to some abuse from angry callers. Employee is regularly exposed to some risk of communicable disease from guest of facility, exposure to TB and other respiratory diseases.

I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.

Employee Signature

Date

Employee Name (please print)

Date

Approval

Date