

Los Angeles Mission, Inc.
Job Description

Job Title: Case Manager
Department: Men's Resident Ministries
Reports To: V.P. of Program
FLSA: Regular, Full Time, Exempt
Prepared By: Human Resources
Approved Date: August 2020

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 Case Manager reports to and under the direct supervision of the VP of program and will provide overall program case management supervision and case consultation directly with case managers. The Case Manager will be responsible for monitoring and maintaining confidentiality, case management guidelines, and safety by performing the following duties:

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

- The Case Manager provides Pastoral care to students and more specifically to case load program members.
- Performs case management tasks; assists students on caseload with schedules; employs interventions to help students resolve with their problems & evaluate evaluates progress using SMART plan approach.
- The Case Manager 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.
- Utilizes Case management and program services, through evidence-based best practices, 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 team consultation with other 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.
- Approves and coordinates program services identified as urgent or critical by case managers/staff as detailed in the ISP/care service plan.
- Works with Chaplains to ensure 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, bed occupancy rate, identifying gaps in program services and provides or arranges support services.
- Works with Chaplains through 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.
- Maintains updated community resources for utilization of coordinating services, providing/dispersing information, referrals or consultations as needed for system and clients
- 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/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 with Chaplains.

- 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 with Chaplains.
- Develops and maintains proactive working relationships within ADC, the community, organizations, and councils to expand program awareness, referrals, and services.
- 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.
- Attends weekly LAM Family Devotions.
- Attends chaplaincy & related interdepartmental meetings as assigned.
- Offer 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 Program.
- Participates in special projects assigned by V.P. Program.
- Serve as the liaison and gatekeeper for administration of Client Track system insuring the system is kept up to date.
- Perform other related job duties as required.

SUPERVISORY RESPONSIBILITIES:

None

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:

B.A. Theology and Biblical Counseling or Ministry equivalent

Five years of increasingly responsible experience in case management of program services, and/or human services programs including two years of supervisory responsibility. Required: Certified Alcohol & Drug Counselor. Valid California state issued driver's license. Bilingual/ Spanish preferred.

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.

LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER: and values diversity.

We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.

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