

Case Manager Scattered Site

Reports to: Scattered Site Supervisor, Assistant Program Director, Program Director

Responsibilities:

- Take steps to quickly and safely place families into feasible alternative housing using available benefits such as Household Assistance, subsidized housing and/or out-of-state relocation
- Accurately complete required documentation in a timely manner and on an ongoing basis
- Maintain and consistently update Client case files, in compliance with program policies/procedures
- Utilize the Efforts to Outcomes (ETO) program to record all case notes, resident assessments, touchpoints, demographic information and other functions, as needed
- Ensure that all ETO data is up-to-date and accurate at all times
- Create and enforce Re-Housing plans at least once per month, which includes goal-setting and monitoring of reasonable timelines for completion
- Maintain regular contact with Clients through at least one office visit per month, one home visit/unit inspection per month and field visits as needed
- Provide 24/7 on call-support in accordance with Program policies and procedures
- Exercise knowledge of Agency and program policies/procedures (including applicable policies/procedures issued by DHCD, MBHP, local housing authorities and/or other funders and program administrators)
- Ensure Client compliance with applicable policies/procedures and inform supervisor(s) of Clients' failure to comply
- Prepare various types of disciplinary paperwork, including Non-Compliances, Serious Incident Reports, Internal Warnings and warning letters.
- Schedule and participate in case conferences with residents, supervisors, professional service providers and/or other appropriate individuals
- Assist in the completion of verbal and written 51A reports in cases of suspected child abuse and/or neglect
- Immediately inform supervisors of any suspicions, observations or allegations of child abuse and/or neglect
- Maintain proper fire safety procedures, including (but not limited to) conducting fire drills, going over escape plans and answering resident questions regarding fire safety
- Submit maintenance tickets, as needed, through the online Support System program
- Supervise all resident move-ins and move-outs and complete necessary unit condition, move-out and/or transfer paperwork. Assist with the relocation of clients and the bagging of their belongings

- Ensure unit compliance by conducting regular unit checks, documenting the findings of all unit checks and reporting any issues to supervisors
- Maintain and develop referral sources and support networks for residents
- Advocate for Clients in areas of need, including health, housing, education, counseling and others
- Attend important appointments with Clients as needed, including housing court hearings, permanent housing screenings, apartment showings and landlord mediation.
- Provide crisis intervention, including non-physical de-escalation, emergency troubleshooting and problem solving , reporting to proper authorities,
- Work with residents to address and respond to issues raised by DHCD, landlords, community members and professional service providers
- Accurately complete timely incident reports and notify supervisor(s) in the event of emergencies, in accordance with the chain of command
- Be present and punctual for work
- Abide by all MHSA policies regarding boundaries, strict confidentiality and ethical standards at all times
- Attend in-service and outside training and instructions as directed by supervisors
- Various other responsibilities, as assigned by Scattered Site Supervisor, Assistant Program Director, and/or Program Director from time to time and/or as needed to ensure proper functioning of the Program

Qualifications:

- Bachelor's Degree preferred or three years relevant experience
- Knowledge of homelessness issues and housing search
- Excellent written/verbal/computer skills
- Ability to work as part of a dynamic team
- Ability to manage multiple tasks while working with a diverse population
- CPR/AED/First Aid certified (MHSA will provide training opportunity)
- Demonstrated reliable attendance and punctual reporting for work
- Valid driver's license
- Reliable personal transportation
- Bi-Lingual (English-Spanish) preferred