

Case Manager II Congregate Program

Reports to: Congregate Case Management Supervisor

Responsibilities:

- Ensure that the assigned Congregate shelter building is in safe, clean and acceptable condition at all times through regular inspections, completion of maintenance tickets, regular communication with supervisors and other quality control measures
- Provide supervision, training and direction to PSIs, as needed to ensure that appropriate services are being provided to families at all times
- Remain in constant communication with PSIs regarding the ongoing the needs of the shelter and its occupants, including , but not limited to, daily updates, dialogue regarding staff questions, conversations during and after a crisis
- Assist Night/Weekend Supervisor in the resolution of internal personnel issues related to PSIs
- Ensure that the assigned shelter location is appropriately staffed at all times, which includes assisting in the scheduling of shifts and/or identifying emergency and per diem coverage, as needed
- Provide 24/7 on call-support in accordance with Program policies and procedures
- Provide emergency office and congregate building coverage, when necessary
- Provide emergency support to other Case Manager IIs, as needed and as requested by Assistant Program Director and/or Program Director
- 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, Client 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 daily contact with Clients through in-person meetings, telephone check-ins and field visits, as needed
- 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
- Conduct monthly house meetings with all Clients

- 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
- Provide support to PSIs with the completion of various house tasks, disciplinary actions and/or clinical functions, as needed
- Schedule and participate in case conferences with Clients, supervisors, professional service providers and/or other appropriate individuals
- Immediately inform supervisors of any suspicions, observations or allegations of child abuse and/or neglect
- Assist in the completion of verbal and written 51A reports in cases of suspected child abuse and/or neglect, as instructed by supervisors
- Assist with the relocation of Clients and the bagging and cleaning of their belongings
- Maintain organization of the shelter office, including, but not limited to, using designated binders, filing paperwork and distributing Client mail
- Maintain proper fire safety procedures, including, but not limited to, conducting fire drills, checking smoke and carbon monoxide detectors, going over escape plans and answering Client questions regarding fire safety
- Supervise Client move-ins and move-outs, as needed, and complete necessary unit condition, move-out and/or transfer paperwork
- Ensure unit compliance by conducting regular room checks, documenting the findings of all room checks and reporting any issues to supervisors
- Maintain and develop referral sources and support networks for Clients
- 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 assessment and problem solving, reporting to proper authorities and reporting to supervisors
- Work with Clients 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 Congregate Case Management Supervisor, Assistant Program Director, and/or Program Director as needed to ensure proper functioning of the Program

Requirements/Qualifications:

- Bachelors 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