

Redwood Community Action Agency
Community Services Division / Community Recovery Programs
JOB ANNOUNCEMENT

JOB TITLE: Case Management Specialist

STATUS: Fulltime plus complete benefit package

PAY RATE: \$15.00 hour

AVAILABLE: Immediately

DEADLINE: Open until filled; interviews will take place as we receive qualified applicants

APPLICATION PROCESS:

Required Employment Applications and instructions for submitting your application materials are available at www.rcaa.org A cover letter and resume with your application is highly recommended

PLEASE NOTE: Not all applicants will be selected for interviews. Only candidates selected for interviews will be contacted regarding their status. Late applications (if a deadline is listed), incomplete applications or resumes without applications will not be accepted.

MINIMUM QUALIFICATIONS

- At least one (1) year experience working with individuals and/or families in a residential setting/facility, drop-in center, or social service program serving the homeless, clients in recovery, individuals with mental illness or other low-income population

Desired Qualifications

- Two (2) years college coursework in Social Work or related field

POSITION PURPOSE

Under the general direction of the Community Services Division Director, and the direct supervision by the assigned supervisor or their designee, the Case Management Specialist is responsible for providing relationship based, long-term intensive case management to individuals and families housed with host sites. The Case Management Specialist serves in close collaboration with a variety of agencies throughout Humboldt County in order to best support their clients.

ESSENTIAL JOB FUNCTIONS

Specific tasks:

- Initiate and provide on-going case management for individuals and families at service site
- Strategize with clients to create a plan with realistic goals and timelines related to strengthening all life essentials including housing, employment, financial and health/mental health related needs
- Assess and document progress toward meeting set goals and timelines
- Meet with clients at least weekly to assist with attaining goals and provide support connecting to needed resources
- Assist clients in preparing for employment or community engagement (volunteering) by providing job skill development and job placement assistance
- Continue to provide case management when clients leave the service site
- Provide transportation to help with housing retention, health and employment, community engagement and applying for services; must have the ability and capacity to perform job related duties with personal vehicle
- Maintain on-going communication with client over at least a 6-month period, if possible
- Participate in staff trainings, meetings, and in-service opportunities as directed
- Assist in reporting and database management asks as assigned or needed
- Other duties as assigned or necessary

JOB REQUIREMENTS

Knowledge of and Experience With:

- Supportive Housing models that serve homeless or low-income individuals and families

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- Local community resources and services in relationship to client needs
- Effective methods of client engagement focusing on the issues of chronic homelessness, mental illness, trauma, addiction, treatment, recovery and harm reduction strategies
- Motivational interviewing techniques and theories; and creative ways of engaging individuals with maladaptive behaviors' and poor coping skills
- Networked computers, Microsoft Office Word and Excel programs; and Outlook Email

Ability To:

- Understand poverty related issues and service models that support clients with a wide variety of complicated housing barriers, challenges to building natural supports and accessing services
- Work effectively under pressure with an ability to manage multiple client needs and multi-tasking priorities
- Build rapport and relationships with clients; provide role modeling through teaching opportunities, positive reinforcement and behavioral interventions
- Demonstrate good organizational skills and manage multiple tasks in an efficient manner
- Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
- Develop and maintain cooperative, effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, the local service population and with individuals contacted in the course of work
- Demonstrate strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms
- Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate
- Maintain professional, confidential work environment and adhere to State/Federal HIPPA and confidentiality laws/practices to protect client confidentiality
- Maintain personal and programmatic boundaries while providing support services
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection

OTHER REQUIREMENTS

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
- Must have means and capacity to perform job related duties with personal vehicle, as will be required.
- Possession of valid California's Driver's License, current auto insurance and acceptable DMV record.
- Submit to fingerprinting for criminal record clearance/background checks with acceptable results
- Cell / home phone or other effective means of communication

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

PLEASE NOTE: This position is considered a “**safety-sensitive**” job and will be subject to RCAA’s “Substance / Alcohol Abuse” policy, which was included in your new hire packet.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER