**Redwood Community Action Agency**

**Community Services Division**

**JOB ANNOUNCEMENT**

**POSITION TITLE:** Care Management Specialist

**STATUS:** Fulltime with full benefit package

**SALARY:** $14.00 hourly

**AVAILABLE:** Immediate

**DEADLINE:** Open until filled; interviews will take place as qualified applicants are received

**APPLICATION PROCESS:**

**Required Employment Applications and instructions for submitting your application materials are available at:** [**www.rcaa.org**](http://www.rcaa.org) **and at RCAA 904 G Street, Eureka**

**POSITION PURPOSE**

Under the general direction of the Community Services Division Director, and the direct supervision of the Deputy Director or their designee, the Care Management Specialist will participate in assessment of client needs and implement strategies consistent with the case plan; with the primary goal of a permanent living situation and to assure that clients are maintained in an environment that meets the comfort, safety and security needs of each resident.

**ESSENTIAL JOB FUNCTIONS**

The Care Management Specialist is the daily link with all program residents. Provides individual assessment and goal setting, facilitates center meetings and groups. This position develops the resident's activities and action plan and monitors progress toward goals.

* Provides supervision of residents and assist as necessary in activities of daily living
* Assesses client needs and assist in their orientation to the MAC
* Develops an initial service delivery plan; monitor client’s response to interventions and update/modify plans as indicated by client’s response
* Comply with all California laws and funding source requirements, standards and reporting responsibilities as they pertain to residents and the facility
* Assist with the management of assaultive behavior and crisis intervention; to provide support and assistance in problem resolution; and to coordinate/arrange for the provision of needed services
* Maintains accurate records and case notes in compliance with state and local requirements; documents client progress, problems, and client response
* Collaborate with multidisciplinary teams to plan and assist with treatment strategies
* Develops plan for each client to gain housing and reintegrate into the community; including, the increase of economic stability, vocational potential, physical health, skills for re-socialization, attaining least restricted living environment, and individual treatment
* Provide direct service, support and assessments to individual clients related to obtaining employment, housing, furthering their education and assist as needed in activities of daily living
* Advocate for, teach and provide clients with adequate community resources to achieve their housing, employment and/or educational goals; while working collaboratively with outside agencies to assist clients to achieve this goal within their chosen communities
* Facilitate weekly case management meetings with individual clients and their providers
* Meet with clients individually as needed to support them in achieving their goals and tasks
* Provide written and oral communication and develop professional rapport with prospective landlords and property managers about the Rapid Rehousing model and the supplemental housing funds that may be attached to Clientele
* Build rapport and relationships with clients, and provide role modeling through teaching opportunities, positive reinforcement and behavioral interventions
* Adhere to state/federal HIPPA and confidentiality laws/practices to protect client confidentiality and safety
* Advocates for clients and encourages community resources and human service agencies to assist clients in their movement towards independent living; establishes special linkages with local agencies and community resources to maximize effectiveness of the case management system
* Monitors treatment, evaluates progress, assesses the adequacy and appropriateness of client living arrangements and assists in securing alternative living arrangements when necessary
* Provides supportive employment services to assist client in obtaining and maintaining employment in the community
* Assists in facilitating and maintaining conservator arrangements; provides quality documentation and testifies in court, as required
* Transports client to and from appointments including: medical, psychiatric, legal, and to other facilities as needed to insure reaching goals of case plan
* Arranges for use of various community resources and secures necessary equipment and transportation for such activities; as well as, coordinate special service programs within facility.
* Attend weekly case supervision meetings with MAC Program Coordinator; come to meetings prepared with case information, service delivery plan, problems encountered, etc.
* Implements broad based treatment methods to meet needs of mental health clients
* Insures for discharge of residents per case plan
* Reports to Division Director any deficiencies in center operations
* Assists with all related paperwork and statistical reporting as assigned
* Attends in-service trainings and does other duties as assigned or necessary

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Rapid Re-Housing and Permanent Supportive Housing models that serve homeless or low-income individuals, and people with disabilities
* Effective methods of Social Work focusing on the issues of chronic homelessness, mental illness, trauma, addiction, treatment, recovery and harm reduction strategies
* Local community resources and services in relationship to client needs; low-income housing, Section-8 process and vouchers, Housing Authority services, prospective landlords/property managers, local utility companies and service animal policies related to housing in local communities
* General knowledge of mental health diagnoses and therapeutic interventions, targeted to support individuals challenged with mental health symptoms and behaviors
* De-escalation techniques, least restrictive interventions, behavioral modification strategies and positive reinforcement skills.
* Motivational interviewing techniques and theories, and creative ways of engaging individuals with maladaptive behaviors and poor coping skills.
* Service models that support individuals with a wide variety of complicated housing barriers, challenges to building natural supports and accessing services.
* Networked computers; Microsoft Office Word, Excel and Outlook Email programs.Group dynamics, facilitation, staff development and community building.

Ability To:

* Work effectively under pressure with an ability to manage multiple client needs and multi-tasking priorities
* Work independently and with minimal supervision.
* Work well in a team approach and collaborate effectively with other agencies and providers.
* Build therapeutic rapport with individuals of various cultures, ethnicities, viewpoints, life experiences, socioeconomic status and methods of communication.
* Establish and maintain cooperative and effective relationships with agency staff/co-workers, funding source representatives, landlords, property managers, and the local service provider sector.
* Communicate effectively in written, electronic and oral forms; and be fluent in the English language.
* 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.
* Work flexible hours; which may include evenings, weekends and holidays. Also arrive to work as scheduled and prepared.
* Provide emergency field response and on-call after hours on a rotating basis. Ability to arrive to work within 30 to 60 minutes of receiving call.

**MINIMUM QUALIFICATIONS**

* BA degree in social work, sociology, psychology or related field (equivalent experience may be substituted for education on a year-for-year basis)
* At least one (1) year experience working with individuals and/or families in a residential facility, drop-in center, or social service program serving the homeless, mentally ill or other low-income population is preferred

**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, and must have proof of current automobile insurance
* Possession of valid California Driver’s License with acceptable DMV driving record; or ability to get one
* Submit to fingerprinting for criminal record clearance/background checks with acceptable results
* Proof of current (within 1 year) negative TB test, or willingness to obtain one
* Valid First Aid and CPR certification or willingness/ability to be certified
* Proof of required education (i.e. AA, BA, MSW, etc.)
* Home telephone 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***