**Redwood Community Action Agency**

**Community Services Division**

**JOB ANNOUNCEMENT**

**POSITION TITLE: Family Case Manager I**

**STATUS: 1 Fulltime position available**

**COMPENSATION: $13.75/hr. /health benefits after 2 months of employment/paid vacation, sick & holidays**

**AVAILABLE: Immediately**

**DEADLINE: Open until filled; interviews to 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) **or at RCAA, 904 G Street, Eureka**

**PLEASE NOTE:** Late applications, incomplete applications or resumes without applications will not be accepted. Cover letters and resumes with your application are welcome.

**POSITION PURPOSE**

Under the general direction of the Family Services Director or Deputy Director, and direct supervision by the Program Manager or his/her designee, the Family Case Manager I will assist in the overall management of the facilities’ operations and provide direct supervision of sheltered and re-housed residents. Will participate in assessment of client/family needs and implement strategies consistent with the case plan with the primary goal of a permanent living situation; to assure that families are maintained in an environment that meets the comfort, safety and security needs of each resident.

**ESSENTIAL JOB FUNCTIONS**

The Case Manager I is the daily link with all program residents. Provides individual assessment and goal setting, facilitates family centered meetings, groups and classes. This position develops the resident's activities and action plan and monitors progress toward goals.

Specific tasks:

* Provides supervision and services to residents 75-80% of the time, and assist as necessary in activities of daily living, advocacy and coordination of supports
* Assesses client/family needs and assist in admission procedures
* Develops an initial service delivery plan; monitor client’s response to interventions and update/modify plans as indicated by client’s response
* Schedules all groups, classes and activities for residents assigned to caseload
* Maintains updated case notes; maintain resident’s records in compliance with programmatic, state and federal standards.
* Protects client confidentiality and provide for client safety
* Assists with the training of new employees as assigned
* Comply with all California laws and funding source requirement standards and reporting responsibilities as they pertain to residents and the facility
* Maintains Title XIX (Medi-Cal) case notes, records and program compliance data
* Confers with Family Services Staff, Program Manager and Clinician regarding client needs and ways of improving staff ability to impact client
* Assists to manage 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 in compliance with state and local requirements; documents client progress, problems, and client response
* Provides supportive services in the Rapid Rehousing program and in their homes; including facilitating various rehabilitative groups and activities
* Supports and assists clients on a regular basis on developing or maintaining the skills required to achieve and sustain independent living status: socialization, rehabilitation or other social services
* Collaborate with multidisciplinary teams to plan treatment strategies and assist with developing treatment program
* Develops plan for each client’s family to 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
* 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
* Transports client to medical, psychiatric, legal appointments, shopping, and to other facilities as needed to insure reaching goals of case plan
* Oversees compliance and coordinates special service programs within facility
* Conducts intake activities for new residents; including, verifying all documentation, completing required forms, coordinates with clinical staff, making room assignments and assuring residents enter the facility in a safe manor with no inappropriate materials
* Arranges for use of various community resources and secures necessary equipment and transportation for such activities
* Implements broad based treatment methods to meet needs of individuals with mental health issues
* Observes client’s reactions and maintains clinical notes in compliance with Federal and State Guidelines
* Maintains the various required program(s) case notes, records and program compliance information as appropriate
* Provide appropriate and sound discharge planning supports of residents per case plan
* Reports to Family Services Program Manager and/or his/her designee; any deficiencies in facility or home-based operations
* Assists with all related paperwork and statistical reporting as assigned
* Participates in in-service training
* Facilitates groups and life skills classes
* Other duties as assigned or necessary

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Social Work and Mental Health models of interventions and family systems theories
* Issues of homelessness, trauma, addiction, treatment and recovery
* Motivational Interviewing techniques and theories
* Rapid Re-Housing and Permanent Supportive Housing models
* Approaches and techniques related to obtaining and sustaining permanent housing in client chosen communities
* Basic networked computer skills
* Group dynamics and facilitation
* Residential and group housing and/or recovery programs
* Local community resources and services in relationship to client needs and referring processes
* Staff development and community building

Ability to:

* Work effectively under pressure
* Work independently and with minimal supervision
* Work well in team approach
* Communicate/relate with individuals of various cultures, ethnicity, philosophical views, backgrounds, income levels and communication skills
* Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies, Board Members, funding source representatives and the local service population
* Work collaboratively with a variety of community service providers
* Read, write, speak, and understand the English language
* Demonstrate good writing and organizational skills, communicate clearly in written and oral form
* Manage multiple tasks in an efficient manner
* Have means and capacity to run job-related errands
* Insure and protect agency, program(s), employee and client confidentiality and safety

**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 and/or other low-income populations
* Must be able to work flexible hours that may include evenings, weekends and holidays

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident
* 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
* Must be able to adhere to mandatory overtime policy, as required by staffing ratios and programmatic needs.
* Must be able to provide 24 hour on-call support via telephone and/or in person to our clients on a rotating schedule (must be able to respond in person within 30 minutes)
* Possession of California Driver’s License with current DMV printout showing acceptable driving record
* 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

***AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER***