



FAMILY ELDERCARE

Job Description

Job title: Permanent Supportive Case Manager	Reports to: PSH Unit Supervisor
Program: Financial and Housing	Work Location: The Hedge Apartments (On Site)
Position Status - Full-time FLSA Classification - Exempt	Salary Range \$25.52 - \$26.25

Summary:

The Permanent Supportive Housing (PSH) Case Manager reports directly to the Unit Supervisor. The PSH Case Manager will provide housing and intensive case management services to clients transitioning out of homelessness and enrolled in services using Housing First and Trauma-Informed Care models. The services provided by this position support individuals to achieve long-term housing stability by increasing connections to health care and social services, provide advocacy, crisis intervention, goal planning, life skills training, financial management, and mental health support. They also collaborate with other agencies and organizations to ensure a holistic approach to addressing homelessness. Success will be primarily measured by the percentage of clients who maintain housing stability. PSH case managers require a high-level understanding of programs and benefits in their communities and a strong desire to connect clients to them. This position requires occasional traveling, reliable transportation, and a valid driver's license.

Essential Responsibilities:

1. Service Delivery

- Provide case management to a culturally diverse population and promote a successful desired outcome.
- Provides case management expertise, including assessments, care planning, supportive counseling, community resources, monitoring progress, collaboration with other providers, and care coordination.
- Focus on service delivery such as housing, basic needs, physical and mental health, substance use, financial stability, and overall well-being, aiming to enhance the client's self-sufficiency and quality of life.
- Ensure payments related to housing stability are made on time and in full.
- Develop individualized service plans to establish scope of services and to monitor progress toward client goals; ensure that service plans are person centered, participatory, comprehensive, and measurable.
- Maintain client contact to achieve the goals set in the service plan.
- Assist in maintaining information in each client's EHR, include demographics, assessments, care plans, progress notes, and discharge summaries.
- Maintain updated client eligibility documentation to ensure program compliance.
- Maintain client records in accordance with HIPPA guidance and Family Eldercare standards.
- Complete accurate and timely progress notes in accordance with funder and Family Eldercare requirements.

- Assists with necessary outreach and engagement activities to include clients and their families, community providers, landlords, and medical personnel.
- Respond to communication regarding referrals and clients within 24 hours during the work week.
- Consistently advocate on behalf of clients; act as a mediator and seek solutions to housing stability concerns and crisis situations.
- Maintain a regular caseload of 13 – 15 clients, or the number of clients necessary to maintain the full capacity of the program.
- Participates in weekly staff meetings and other required meetings and/or training.
- Completes daily time sheets accurately to document time spent with clients and ensure that each grant-related activity is recorded correctly.
- Assists clients with securing and maintaining benefits, entitlements, wrap-around services, disability support resources, and other income.

Education and Experience:

- Previous experience in Permanent Supportive Housing settings and case management includes scattered-site or onsite operations.
- 1-3 years' experience working with marginalized populations which must include people experiencing homelessness.
- Completion of training in Trauma-Informed, Harm Reduction, and Housing First models of care.
- Preference for candidates with:
 - Bachelor's in Social Work or Human Services or
 - Four years related field of study or work experience in Case Management AND/OR with the target population.
- Must have reliable transportation, valid Texas Driver's License, active automotive insurance, and a satisfactory motor driving record.
- Preferred Homeless Management Information System database experience.
- Must be able to meet minimum standards for a criminal background check.

Competencies:

Any combination of the suggested education and experience will be considered for this position. In addition, the following will be considered:

- Commitment to Housing First and Trauma Informed Care principles and ending and preventing homelessness and housing instability.
- Bilingual and/or American Sign Language is a preferred skill.
- Demonstrated ability to work under pressure and meet deadlines while maintaining a positive attitude and providing exemplary customer service.
- Ability to exercise sound judgement, diplomacy, and maintain good working relationships across the organization and with community collaborators.
- Proficiency in Microsoft Office Suite including SharePoint.
- Knowledge of community-based services and resources -AND/OR public benefits programs
- Excellent interpersonal communication skills

Working Conditions/Physical Requirements:

This position operates in a pet friendly office environment. There will be routine use of standard office equipment such as computers, phones, and photocopiers. The role will require contact with currently and formerly homeless individuals who may have mental illness, substance use disorder, -AND/OR- trauma experiences. Case Managers frequent homes in which there is smoking and pets.

- Ability to interact with clients, volunteers, staff, family, community partners and other stakeholders.
- Ability to perform the essential job functions safely, consistently, and successfully with the ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Ability to lift and carry up to 30 lbs.

Travel

This position requires moderate transportation and will require use of personal vehicle. Typical workdays will be based at Family Eldercare offices with frequent community visits to client homes and providing clients escort to appointments. Travel is reimbursed at the approved IRS mileage rate.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities ☐ with or ☐ without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: