

HOUSING CASE MANAGER

(this position is limited term and is dependent on continued grant funding for the program)

DEFINITION

Under general supervision, to provide paraprofessional and treatment support services for County Housing clients in an assigned program or service area; to perform initial client interviewing and service intake; to develop and facilitate client's services and case management plans; to provide counseling, daily life skills and educational services under appropriate guidance; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the fully experienced level in the Housing Case Manager class series. Incumbents perform a variety of assignments in providing direct and support services for Housing clients who may have barriers to independent living. The case manager works with individuals, couples, and families to remove barriers to housing stability, locate and attain housing and supportive services. Incumbents are required to have previous case management experience and expertise. This class is distinguished from Housing Case Manager I in that Housing Case Manager II incumbents are expected to provide a broader range of client support services on a more independent basis. They may also be responsible for an assigned specialty area or program.

REPORTS TO

Grants and Housing Division Director; functional supervision provided by the Housing Program Manager.

CLASSIFICATIONS SUPERVISED

None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Performs initial intake interviews for an appraisal of client needs and program eligibility; develops recommendations for assignment of clients to mainstream resources and supportive services; meets with individual and families to provide a variety of case management and support services related to the program or service area to which assigned; provides support in office and community settings; assists with the development of program services and functions by working with local community groups and utilizing available community resources; provides basic counseling services under appropriate guidance; communicates with, listens to, and observes clients in individual and group counseling sessions; obtains information to assess clients' needs; formulates case management, housing and service plans and evaluates client progress; prepares and maintains case records and documentation; may assist with applications for support services, including obtaining a California identification card, application for public assistance, transportation, employment, credit repair, activities of daily living such as cooking, cleaning and laundry, etc.; provides support services including office support, as

HOUSING CASE MANAGER - 2

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (continued)

needed; works with individuals to facilitate access and use of community resources; maintains records of services provided as required State and federal regulations and Department policies; assists other staff with support functions, client transportation, accompaniment to medical appointments and other program related activities; performs crisis interventions, as needed.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in office, on the streets, in public, or in community environments; work is performed with people who may exhibit unstable and potentially disturbing behavior; continuous contact with other staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Principles, procedures, techniques, and trends related to counseling, therapy, and guidance of individuals, groups, and families in mental health programs, and/or including alcohol and drug treatment and prevention programs.
- Biological, behavioral, and environmental aspects of mental health and behavioral problems.
- State, federal and local laws, regulations, and requirements for the provisions of counseling services.
- Alcohol and drug treatment and detoxification methods and issues, as necessitated by area of assignments.
- Interviewing and client assessment and techniques.
Modern office techniques.
- Scope and activities of public and private health and welfare agencies and other community resources.

Ability to:

- Provide field-based and office-based work for participants that may move among various programs and locations.
- Respond to participant's priority felt needs or emergency situation-food, health, income, transportation, etc.
- Link participants with services for mental health, housing, substance recovery, physical health care, educational programs, financial assistance, employment, socialization, and other services, as needed.
- Interview clients for services, developing initial assessments.

HOUSING CASE MANAGER - 3

DESIRABLE QUALIFICATIONS (continued)

- Assist with increasing income and other resources.
- Develop rapport and build ongoing relations with participants via regular and consistent positive interaction.
- Prepare clear, concise, and comprehensive casework records and make sound recommendations.
- Develop and implement client case management services.
- Analyze case information and client need and make solid recommendations to the client.
- Maintain the confidentiality of case information.
- Recognize a potential crisis and deliver crisis intervention services. Handle stress and unusual client behavior.
- Effectively represent the County Housing Department with the public, community organizations, other County staff, and other government agencies.

Training and Experience:

Any combination of training and experience, which would likely provide the required knowledge and abilities, is qualifying. A typical way to obtain the required knowledge and abilities would be:

Completion of college courses in a behavioral or social science area, including, but not limited to Addiction, Psychology, Sociology, Child Care, Social Work, Counseling, and related fields OR

Demonstrated experience in public agency work, including social services, community services, behavioral health services and housing programming, including:

- working knowledge of existing housing trends, initiatives, and challenges
- working knowledge of Housing First methodology
- working in collaboration across or on, multiple issues
- promoting access for and involvement by disenfranchised groups (e.g., people of color, poor people, lesbian/gay/bisexual/transgendered people, people with disabilities)

Special Requirements:

Possession of, or ability to obtain a valid California Driver's License.

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