

HARBOR INTERFAITH SERVICES, INC.
ICMS (Intensive Case Management Services)
Patient Navigator
SPA 8 Coordinated Entry System (CES) Adults and Youth

JOB DESCRIPTION

The ICMS Patient Navigator works under the supervision of the Regional Coordinator for Service Planning Area (SPA) 8 Coordinated Entry System (CES) for Adults and Youth to provide high quality Intensive Case Management Services to clients eligible for permanent housing through the Department of Health Services' (DHS). This position will be co-located at Kaiser Permanente Harbor City four out of five days a week. Harbor Interfaith Services, Inc. (HIS) serves as the lead for SPA 8 South Bay area of Los Angeles and is located in San Pedro, CA.

The mission of HIS is to empower the homeless and working poor to achieve self-sufficiency by providing support services including shelter, transitional housing, food, job placement, advocacy, childcare, education and life skills training.

The Coordinated Entry System (CES) for Adults and Youth is the county-wide framework which links individuals experiencing homelessness to organizations providing housing resources in a systematic and efficient manner.

Job Duties include but are not limited to:

- Provide a client centered approach and excellent customer service that is sensitive to the challenges of homelessness, medical and behavioral health issues that face as them in their efforts to move into and maintain permanent supportive housing.
- Employ a "whatever it takes" approach to assist clients in their transition from homelessness to permanent housing.
- Assist individuals at every stage of the housing stabilization process including flexible services to meet the individual needs of clients
- Outreach and engagement including processing referrals from Department of Health Services (DHS), and Coordinated Entry System (CES),
- Establish rapport with client,
- Provide a "screening in" philosophy,
- Conduct a face to face screening, obtain consents,
- Provide linkage to other needed providers and services
- Conduct intake and enrollment, and enroll into ICMS.
- Assist with temporary housing assistance until permanent housing can be secured
- Ensure all documentation is prepared and entered into appropriate systems on a monthly basis
- Assist at all levels of move-in to permanent housing;; document ready, applications and other paperwork, coordination of move-in and orient new tenant to their unit/building

- Conduct DHS-approved comprehensive psychosocial assessment, develop and implement individualized case management services plan in collaboration with the client including needs, goals, steps, timeframes, and disposition of each goal as it is met or changed
- Ensure access to health, mental health, and substance use disorder services. Assists clients with establishing a medical home
- Ensure connection with medication and treatment regimens
- Assist with increased income, job search, increased education,
- Assist with independent living skills, including social, personal hygiene, budgeting and money management, legal issues and transportation as needed
- Provide housing location services and educate clients on tenant rights and responsibilities.
- Educate client on the appropriate use of crisis intervention services versus 911 emergency calls, etc.
- Provide eviction prevention counseling; work with property management to help clients resolve issues that threaten their housing stability including tenant rights and responsibilities
- Maintain Professional Development growth

MINIMUM QUALIFICATIONS:

- Associate degree in a human service or related field and Minimum 2 years of experience providing psychosocial rehab related services to a disabled population.
- Bachelor degree in a human service or related field and Minimum 1 year of experience providing psychosocial rehab related services to a disabled population.
- Knowledge of or ability to learn the Homeless Management Information Systems (HMIS) and DHS CHAMP Systems
- Experience working with clients with mental illness, chronic health issues, and substance use disorders
- Experience in the following areas: chronic homelessness, outreach and engagement strategies, intensive case management services, best practice models, mental health and substance use disorder services, crisis intervention, suicide assessment and prevention, affordable housing and public benefits applications, housing and landlord/tenant rights, eviction prevention, etc.
- Working knowledge of Microsoft Office products, including Word and Excel.
- A valid California driver's license and insurance.
- Organized and detailed oriented; ability to manage multiple cases efficiently and effectively.
- Passion for ending homelessness.
- Ability to work as a member of a team and independently.
- Strong people skills.
- Ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.

EMPLOYMENT CLASSIFICATION

Full-time, Non Exempt, **Tuesday-Saturday, 2pm-11pm (except Wednesday which is 9am-6pm)**