

HARBOR INTERFAITH SERVICES
SPA 8 Coordinated Entry System
PSH Case Manager Lead
Harbor PSH
JOB DESCRIPTION

SUMMARY OF RESPONSIBILITIES:

The PSH Case Manager Lead oversees daily operations at Harbor PSH, as well as offers recovery oriented services in a permanent supportive housing setting, integrating evidenced based practices effective with individuals who have experienced chronic homelessness and have mental or/and or physical health needs. Such services include outreach directly with the Long Beach CoC for new resident, conducting initial assessments, developing individual service plans, providing intensive case management, crisis intervention, increasing access to benefits/healthcare/mental healthcare, community integration, and community development within the residential community. The PSH Case Manager Lead will be implementing evidence-based practices such as: Housing First, Harm Reduction, Motivational Interviewing, Recovery Oriented Mental Health Services, Critical Time Intervention and Trauma-Informed Care. This Case Manager will work collaboratively with a range of community service providers in the Long Beach area to ensure residents are stabilizing in housing, improving the quality of their lives, and integrating into the community.

SPECIFIC DUTIES:

1. Work directly with the Long Beach CoC system for new resident matches. Coordinate with the individuals and the Long Beach CoC to verify applicant's qualification for Harbor PSH, collect application materials, and submit for housing and.
2. Keeps a 95% occupancy rate at all times and oversees PSH Case manager.
3. Use client information provided by Long Beach CoC as well as perform an initial assessment of acuity and need. Use information to create a person-centered goal plan in collaboration with the tenant addressing short term and long term goals.
4. Utilize Long Beach HMIS System for all documentation as well as run all necessary reports and monitor site budget.
5. Provides field based/ mobile case management services in the areas of, but not limited to: independent living skills, housing stabilization, money management, community integration, employment, benefits establishment, linkage to community providers for problematic substance use, primary and mental health care, and all other services needed to assist tenants in reaching their treatment plan goals.
6. Meet tenants at minimum twice/month to provide strengths-based case management and service coordination services designed to assist tenants in obtaining and maintaining stable housing.
7. Conduct crisis and risk assessments in consultation with supervisor/ team. Provide crisis intervention services focused on enhancing the tenants' ability to independently problem solve, utilize effective coping skills, and manage and self-coordinate own care.
8. Use evidence based practices in service delivery such as intensive case management, Motivational Interviewing, Harm Reduction, Critical Time Intervention and Housing First practices.
9. Provide onsite case management services in the areas of independent living skills, community integration events, employment, benefits establishment, and other services as needed to assist tenants in reaching case plan and treatment plan goals
10. Mediate and advocate on behalf of the tenant to help him/her obtain and keep housing, health care benefits, entitlements, transportation, etc.
11. Attend staff meetings, case conferences, training workshops and community meetings as needed.

MINIMUM QUALIFICATIONS

EXPERIENCE / EDUCATION:

- BA in social work or related field or 2 years' equivalent social services experience.
- Preferred Experience managing a program.
- Preferred experience in homeless services, case management, mental health, substance use treatment, or permanent supportive housing.

KNOWLEDGE AND SKILLS:

- Passion for ending homelessness.
- Maintaining a non-judgmental attitude and a display of unconditional positive regard when working with highly vulnerable/challenging individuals.
- Ability to have a "whatever it takes" attitude when working with challenging individuals.
- Ability to maintain consistent follow up and engagement with those placed into permanent housing.
- Ability to work as a member of a team.
- Substance Abuse/Recovery background a plus.
- Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- Familiar with Harm Reduction, Housing First, Critical Time intervention, and Trauma Informed Care models of service delivery.
- Ability to listen with sensitivity to other people's feelings, needs, and point of view; demonstrate tact and courtesy in expressing opinions or ideas, projecting a positive image of Harbor Interfaith Services, and recognizing opportunities to enhance community relations.
- Basic understanding of severe mental health, physical health, and substance abuse issues and symptoms.
- Be able to work flexible hours.
- Good organization skills and detail oriented; ability to manage multiple cases efficiently and effectively.
- Strong oral and written communication skills
- Creative problem-solving skills
- Bi-lingual (Spanish) preferred but not required
- A valid California driver's license and insurance is required for the position.
- Reliable transportation

ACCOUNTABILITY AND REVIEW

Position reports to: SPA 8 Regional Coordinator (Harbor Interfaith Services)

Performance review: 6-month introductory period, followed by annual evaluations

EMPLOYMENT CLASSIFICATION

Work Schedule: Full-time, one weekend day per week required

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport residents; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.