

Job Title: Best Single Source Plus Case Manager

FLSA: Full-time/Exempt (40 hours per week)

Department: Programs/ARCH

EEO Job Classification: Professional

Reports to: Shelter Programs Manager

Last Revised: January 20, 2015

Position Summary:

The primary duty of the Best Single Source (BSS) Plus Case Manager is provide housing stability services which include: case management across the continuum of housing stability services and financial resources and referrals to collaborative agencies and other community resource providers. The BSS Plus Case Manager is responsible for maintaining accurate financial assistance records, service delivery records and evaluation and reporting requirements.

Specific Duties, Functions, and Responsibilities:

- Conduct screenings and assessments of client referrals from the ARCH Shelter Case Management program, other general shelter clients for eligibility of services and community referrals (the latter as availability allows). Screen potential participants, document presenting problems of clients, and assess client needs. Ensure BSS Plus program eligibility is met and proper supporting documentation is collected. Conduct the Housing Stability Assessment at time of entry, exit and follow-ups as determined by the program.
- Maintain a caseload of at least 30 - 40 clients, ranging from one-time financial assistance to ongoing assistance (up to 12 months) as determined by the program's needs and under the supervision of the Shelter Programs Manager
- Develop and monitor individual service plans with each client to meet basic needs to help restore and enhance social, psychological, and bio-psychological functioning. Service plans will focus on stability in the areas of income, self-care, & housing (with the general goal of housing stability)
- Work in collaboration with team members to discuss best practices for more effective service delivery to clients
- Provide support to clients in accessing appropriate services through communication with other community partners, service providers, and other relevant agencies
- Maintain complete and accurate records (both electronic & hardcopy records) of all client contacts via client tracking systems and complete reporting requirements mandated by the City of Austin, Front Steps, BSS Plus, and other regulatory agencies in a timely manner. Additionally, manage case data by entering client data in Homeless Management Information System (HMIS) Service Point web-based database in a timely manner
- Obtain needed information and complete accurate, regular reports regarding client outputs and outcomes, track, meet and/or exceed all program performance measures, and assist with program evaluation
- Work with Housing Locators/inspectors to facilitate housing location for clients
- Travel within Austin and surrounding areas for home visits with clients and other appointments, when needed
- Attend agency staff meetings, BSS Plus meetings, trainings, and/or other meetings, as specified
- Perform other duties as assigned

Best Single Source (BSS) Plus Case Manager – Job Description

Other General Duties, Functions, and Responsibilities:

- Obtain needed information and complete regular reports regarding client outputs and outcomes, track, meet and/or exceed all program performance measures, and assist with program evaluation.
- Provide support services to other Shelter Case Managers accessing the BSS Program, including, but not limited to: performing regular and ongoing file audits of all clients served in the Best Single Source Plus program through Front Steps; working with Front Steps and HMIS staff to identify and address data corrections that may be needed to ensure accurate reporting in a timely manner to meet reporting deadlines; transporting clients on an as-needed basis to medical, housing, and other appointments; delivering/receiving documents and checks; other support services, as assigned.
- Participate in inter-agency case management collaborations to communicate resources, share information, and problem-solve difficult client issues.

Minimum Qualifications:

- Bachelor's degree in Social Work or related field; professional experience in the field or closely related field may be considered in lieu of formal education
- 2 years case management experience working with the homeless population or other special needs populations
- Knowledge of psychosocial theory, methods, and ethics
- Ability to establish rapport, trust, and boundaries with clients
- Ability to follow detailed instructions and work independently with a minimum of supervision.
- Strong organizational skills, with the ability to respond to deadlines in a timely manner
- Strong computer skills, including word processing, spreadsheets, database usage, and internet
- Reliable transportation
- Valid driver's license

Preferred knowledge, skills, and abilities:

- Masters' degree in Social Work and/or LMSW
- 3 years' case management experience working with the homeless population closely related special needs population
- Experience in using a Homeless Management Information System (HMIS)
- Knowledge of local community resources
- Bilingual (Spanish and English and/or ASL and English highly preferred)