

Lutheran Services Carolinas

Job Description

Job Title: Case Manager

Supervisor (title): Program Director

Department: Transitional Housing Homeless Veterans

Approved by: Syhesia Sharpe 

Date: 12/18/2018

Position Purpose/Summary *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

The Case Manager of the Transitional Housing Veterans Program will provide clinical case management activities identified in the person centered treatment plan. The Case Manager is expected to assist veterans meet basic sustenance needs; improve their overall quality of life, and assist in the ultimate goal of housing stability. All services provided are included in the person-centered-plan and done in full collaboration with the veteran and others on the team.

Essential Functions *(List the tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Provide clinical case management to include: engagement in mental health services, continuity of care, linkage to community resources, maintenance and expansion of social networks, collaboration with physicians and hospitals, advocacy, training in independent living skills, individual supportive counseling, crisis intervention and monitoring, budgeting skills, and veteran life-skills groups.
2. Maintain and update person centered treatment plans as progress is made and as needs change for each veteran.
3. Document the veteran's progress and maintain a permanent record of each intervention/activity performed on behalf of the veteran, according to established and approved policies and procedures. Communicate promptly all changes.
4. Assist in crisis interventions.
5. Coordinate services with other providers (e.g., residential staff, Social Security, local housing authorities, and VAMC) as well as with housing providers in the community.

Supervisory Responsibilities, if any (*The scope of the person's authority, including the positions that report to the incumbent.*): N/A

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: Bachelor's degree in social work or a related field (BA, BS, BSW etc.).

Experience: Three years experience in providing services to mentally ill individuals with complex psychosocial stressors to include chronic homelessness and/or PTSD.

Specific skills/abilities: This position requires flexibility; sensitivity to varying cultural issues; a demonstrated ability to share information with members of a team in a timely and accurate manner; strong organizational skills; and skills in the area of time management.

Specialized knowledge, licenses, etc: Valid driver's license and must maintain a safe driving record, acceptable to the insurance carrier for Lutheran Services Carolinas.

Preferences (Optional): (*Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual*).

Ability to form positive relationships with persons who may have difficulty trusting. Ability to establish effective working relationships with members of community organizations – and to work collaboratively with professionals, consumers, and family members – will enhance the employee's job performance. Ability to engage in creative problem-solving and have the ability to withstand a high degree of stress. Must have a demonstrated commitment to client rights and personal preferences in treatment.

Working Conditions/Physical Requirements: (*Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be 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 functions*).

1. Time will be spent in the group home with residents.
2. Environment can be stressful and emotional depending on mood and behavior of residents.

3. Ambulatory in all locations, ability to navigate steps.
4. Ability to bend, stoop and reach overhead.
5. Exposure to extreme behaviors.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.