



Position: Case Manager
Department: Housing and Jobs Collaborative Breaking Barriers

Summary

As part of a multi-disciplinary team, the Case Manager will provide field based services with clients referred by the Probation Department who are exiting jail and in need of Rapid Re-housing. The Case Manager will assist them to attain housing with the support of a two year housing subsidy and assist them to increase their income in order to sustain their housing at the end of the subsidy period. The Case Manager's primary responsibilities are to actively engage clients and provide intensive case management services to assess housing stability, provide stabilization services, and coordinate multiple services to meet each client's specific needs.

Essential Duties and Responsibilities

1. Maintain a case load of up to 40 Members for case management services
2. Ensure that medical and case management services to Members are reflective of the Community model, which emphasizes customer choice, harm reduction, and psycho-social rehabilitation
3. Ensure that each Member that is being case managed has an up-to-date and comprehensive biopsychosocial assessment, and that this assessment is used in collaboration with the Member to create individualized case management plans designed to improve quality of life and improved health outcomes
4. Collaborate with each member to develop their individual service plan; review and update it quarterly and upon completion of goals
5. Develop and maintain a complete, accurate, and current member file with all required documents and data; ensure all Member paperwork and data collection is complete, timely, accurate, and current in agency records and electronic databases
6. In collaboration with Lamp's Program Coordinator and the Nurse Advocate, review all discharge summaries from recently hospitalized Members to ensure appropriate medical follow-up and coordination of medical care
7. Coordinate with DHS and HFH partners to ensure Members are connected to primary health care and to reduce need for emergency health care services
8. Maintain confidentiality of member files per HIPAA and all applicable guidelines
9. Responsible for coordinating appointments, transportation, and follow-up services for Members accessing primary health care, mental health care, recovery services, and who need community resources
10. Transport Members in your vehicle to various agencies and healthcare providers in the greater Los Angeles area to increase community support services and community reintegration
11. Develop effective, trusting relationships with Members, with a focus on facilitating independence and maintenance of improved physical and mental health
12. Assist in the screening, assessment, and enrollment of Members, including orientation to program policies, resources and goals
13. Maintain a current, thorough knowledge of community resources and utilize them to provide comprehensive, wrap-around services to Members
14. Assist Members with becoming involved in daily activities, scheduling and attending appointments, budgeting, socialization, health maintenance, sense of community, and progress in recovery
15. Work cooperatively and cohesively with other Members of the staff team, including participation in weekly staff meetings and staff trainings
16. Accurately maintain and report Shelter Plus Care match services reports to management
17. Maintain up to date, accurate, and complete data and progress notes as required by the project and its funding sources
18. Prepare written reports and complete related projects as requested, including monthly and quarterly reporting, e.g., HTF Service Report, APR, SPC report

Qualifications

1. Valid CA Driver's license, reliable car, auto insurance, and an acceptable driving record

2. Able to transport Members **in your vehicle**
3. Experience with the Justice system a plus
4. Bachelor's degree preferred; or a minimum four years' experience working with homeless individuals, preferably those living with mental illness and/or substance addictions, or an equivalent combination of education and experience
5. Demonstrated knowledge of case management
6. Able to work in a high tolerance Harm Reduction model with Members who have multiple barriers
7. Skill in non-violent crisis intervention
8. Computer literate; able to effectively use computerized database for client file management, with basic skills in Microsoft Word, Outlook, and Excel programs
9. Detail oriented with strong time management, organizational, written, verbal, interpersonal, and computer skills
10. Able to obtain and maintain CPR/1st Aid certification
11. Minimum 30 WPM typing speed preferred

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Apply with salary expectations, cover letter, and resume via email

jobs@lampcommunity.org

OR

Mail:

OPCC/ Lamp Community Human Resources

526 San Pedro ST

Los Angeles, CA 90013

OR

Fax:

323-940-4759