



**Position:** Bilingual Case Manager  
**Department:** Permanent Housing Services

*OPCC and Lamp Community are now one.*

### **Summary**

The PHS Case Manager will work with participants to assess housing stability, provide stabilization services, and coordinate multiple services to meet each participant's specific needs.

### **Essential Duties and Responsibilities**

1. Maintain a case load of up to 20 Participants for case management services
2. Ensure that medical and case management services to Participants are reflective of the Community model, which emphasizes customer choice, harm reduction, and psycho-social rehabilitation
3. Ensure that each Participant that is being case managed has an up-to-date and comprehensive biopsychosocial assessment, and that this assessment is used in collaboration with the Participant to create individualized case management plans designed to improve quality of life and improved health outcomes
4. Collaborate with each participant 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 participant file with all required documents and data; ensure all Participant paperwork and data collection is complete, timely, accurate, and current in agency records and electronic databases
6. In collaboration with supervisor, review discharge summary for recently hospitalized Participants to ensure appropriate medical follow-up and coordination of medical care
7. Coordinate with DHS and HFH partners to ensure Participants are connected to primary health care and to reduce need for emergency health care services
8. Responsible for coordinating appointments, transportation, and follow-up services for Participants accessing primary health care, mental health care, recovery services, and who need community resources
9. Transport Participants in your vehicle to various agencies and healthcare providers in the greater Los Angeles area to increase community support services and community reintegration
10. Develop effective, trusting relationships with Participants, with a focus on facilitating independence and maintenance of improved physical and mental health
11. Assist in the screening, assessment, and enrollment of Participants, including orientation to program policies, resources and goals
12. Maintain a current, thorough knowledge of community resources and utilize them to provide comprehensive, wrap-around services to Participants
13. Assist Participants with becoming involved in daily activities, scheduling and attending appointments, budgeting, socialization, health maintenance, sense of community, and progress in recovery
14. Create and accurately maintain reports, e.g., Shelter Plus Care match services, and monthly and quarterly reporting, e.g., HTF Service Report, APR, SPC report

### **Qualifications**

1. Must be bilingual in English and Spanish (read, write, translate)

2. 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
3. Demonstrated knowledge of case management
4. Able to work in a high tolerance Harm Reduction model with Participants who have multiple barriers
5. Skill in non-violent crisis intervention
6. Computer literate; able to effectively use computerized database for participant file management, with basic skills in Microsoft Word, Outlook, and Excel programs
7. Detail oriented with strong time management, organizational, written, verbal, interpersonal, and computer skills
8. Valid CA Driver's license, reliable car, auto insurance, and an acceptable driving record
9. Able to transport Participants **in your vehicle**
10. Able to obtain and maintain CPR/1st Aid certification
11. Minimum 30 WPM typing speed preferred

OPCC and Lamp Community have many service locations in downtown LA and Santa Monica, and we offer a competitive salary and excellent benefits. We conform to all the laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities and veterans to apply to all of our job openings. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, gender identity, or national origin, age, disability status, Genetic Information & Testing, Family & Medical Leave, protected veteran status, or any other characteristic protected by law. We prohibit Retaliation against individuals who bring forth any complaint, orally or in writing, to the employer or the government, or against any individuals who assist or participate in the investigation of any complaint or otherwise oppose discrimination.

**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