

# Homeless Emergency Project

## JOB DESCRIPTION

**TITLE: OT/EH CASE MANAGER**

**IMMEDIATE SUPERVISOR: Housing Manager, OT/EH**

**DEPARTMENT: Outreach/Emergency Housing**

### **General Summary:**

Provides assessment, monitoring, planning, linkage and advocacy for the most appropriate services for individuals enrolled in HEP Housing program. Possesses a clear understanding of the service delivery system and the resources available for the homeless population.

Effectively maintains and manages assigned caseload contingent on needs, strengths, abilities, and preferences of the individual served. Maximum caseload is 40 clients per case manager.

### **PRINCIPLE DUTIES AND RESPONSIBILITIES**

#### **ESSENTIAL FUNCTIONS:**

- Provide shelter and crisis intervention to address the immediate needs of the chronic and non-chronic homeless population.
- Assess the individual's strengths, needs, abilities and preferences to assist in the development of housing goals.
- Design and carry out Individual Service Plans for each individual.
- Monitoring progress daily and maintain accurate documentation progress towards goals and services provided.
- Enforce program rules and procedures to ensure compliance.
- Provide client access to services and community resources as needed.
- Assist in finding and acquiring community resources as appropriate
- Facilitate the move to transitional and/or permanent, independent housing, when appropriate.

### **KNOWLEDGE, SKILL, AND ABILITIES REQUIRED**

- Have basic knowledge of severe and persistent mental illness and substance abuse.
- Have knowledge of the functions of case management.
- Basic knowledge of the resources in the community available for the homeless population.
- Ability to form partnerships in the community and seek out community resources.
- Strong oral and written communications and interpersonal skills
- Strong organizational, time management, and data management skills
- Proven ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve under pressure
- Ability to provide positive customer service to difficult populations

### **EXPERIENCE, QUALIFICATIONS:**

- Bachelor Degree in Human or Social Services preferred
- Current, clean Florida Drivers License
- One year experience working with adults who have a history of mental health, substance abuse, and/or co-occurring disorders.
- Knowledge of resources available to the homeless population

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The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.

Job duties, work hours, and/or populations served may change based upon the needs of the program. Swing shifts are designed to meet the demands of the program within which it is scheduled. Although a swing shift may be scheduled for specific hours, the hours may be subject to change to fulfill a shift in need of coverage. Changes in schedule may only occur by the supervisor or their designee.

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**Employee Signature**

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**Date**