



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

<i>Job Title:</i>	Care Manager
<i>Department:</i>	Special Project: Safe Options Support (SOS)
<i>Position Status:</i>	Full Time, Non-exempt
<i>Supervised by:</i>	SOS Team Leader

General Statement of Duties:

The Care Manager will conduct community-based street outreach in Cortland and Tompkins Counties, coordinating the needs of unhoused clients before and after their move from street to home, enhancing their daily living skills, accompaniment to appointments, and advocating on their behalf when faced with discrimination or healthcare inequities. Client choice, harm reduction, non-coercion, flexibility, and person-centered care are essential elements of the program model and should be front and center of the care delivered by the Care Manager. This role will require field-based street outreach, periodic on-call coverage, and a willingness to work flexible hours, which may include evenings and weekends.

Specific Duties or Typical Work Activities:

- Conducts persistent and assertive street outreach and engagement to individuals experiencing homelessness, using strengths-based approaches beginning at known “hang-outs” or “hot spots”, during inpatient hospital admission, or emergency department visit
- Continuously assesses the health and social needs of clients through SOS’s conversational and observational assessments and formalized risk assessment tools for those identified as being at high risk
- Participates in hospital discharge planning meetings to identify the best community resources for clients
- Collects and reports data; works with others to use data to inform future care delivery
- Works with clients and their housing providers to resolve clinical issues that are impacting the clients’ ability to manage and retain stable housing
- Fosters relationships with community providers to ensure that clients are connected with appropriate services as they transition into stable housing
- Assists with appointment navigation including accompaniment to appointments, travel to trainings, reengagement in community care, and addressing barriers to care
- Reviews documentation and conducts comprehensive psychosocial assessments to determine the medical, psychiatric, housing, and other social needs in the community
- Obtains historical and collateral information from multiple sources to support clients’ behavioral and physical health needs
- Monitors, evaluates, and records clients’ progress with respect to care plan goals
- Attends and participates in team meetings and supervisory sessions
- Other related work, as required

Required Knowledge and Skills:

- Knowledge of homeless resources in Cortland, Tioga, and Tompkins Counties
- Knowledge of motivational interviewing and other communication techniques related to behavioral health and substance use disorders
- Knowledge of treatment, rehabilitation, and community support programs as they relate to clients, families, and staff
- Ability to develop, evaluate, implement, and modify treatment intervention to meet the needs of individual clients

- Ability to prepare accurate and timely documentation
- Computer proficiency and good documentation skills

Qualifications:

- Bachelor's degree in psychology, social work, sociology, or related field; or current NYS Licensed Practical Nurse (LPN) is required
- Four (4) years of case management work experience may be considered in lieu of a bachelor's degree
- Case management experience in a social services agency is required; case management experience serving clients with behavioral health concerns is preferred
- Experience working with homeless and/or precariously housed populations is preferred

Additional Expectations:

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage with access to reliable transportation
- Must comply with Agency and program policies & procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Process reports of known or suspected compliance violations without any retaliatory action against any employee