

Job Description: ICMS Case Manager

Position Title: ICMS Case Manager

Hours: Full-time

Reports To: Housing Program Director

Compensation: \$23 - 25 per/hour

Position Summary:

Reporting to the Program Director and with independent professional responsibility, the ICMS Housing Case Manager will provide trauma-informed and client centered Intensive Case Management Services (ICMS) to clients eligible for permanent housing through the ICMS program contracted with the City of Long Beach. You must be able to demonstrate a sensitivity to the challenges that people experiencing homelessness with a range of medical and behavioral health issues face as they move into and maintain permanent supportive housing. Employ a "whatever it takes" approach to assist clients in their transition from homelessness to permanent housing. Full Time/Non-Exempt

As part of the ICMS team, the Case Manager provides field-based, direct client services to program participants. Responsibilities of the Case Manager include:

- Providing case management services including independent living skills, housing stabilization, money management, community integration, employment linkage, benefits establishment, community integration, and linkage to community providers for substance use, primary and mental health care
- Collaborating with clients to develop individualized treatment plans that address short- and long-term goals
- Providing on-going case management support to assess plan progress and ensure goals are met or adjusted as necessary
- Providing strengths-based case management and service coordination designed to assist clients in obtaining and maintaining stable housing
- Maintain documentation standards as set forth by the program contract and FPOSB policies

We're looking for candidates that:

- Maintain and execute confidential information according to HIPAA standards
- Demonstrate knowledge of or experience with evidence-based case management techniques including critical time intervention, trauma informed care, harm reduction strategies, crisis intervention techniques and motivational interviewing
- Possess a high level of tolerance and understanding for individuals with urgent and multiple case management and health needs
- Work just as well independently as they do on a team
- Exercise mature judgement, and are highly motivated, self-starting and proactive
- Are excellent at communicating, whether in writing or verbally
- Have a strong sense of prioritization and can coordinate multiple demands in a high-pressure environment
- Proficient in computer applications such as Microsoft Word, Excel and Outlook.
- Be able to learn and utilize Homeless Management Information Systems (HMIS) and Electronic Health Records Systems.
- Have awareness in the following areas: chronic homelessness, outreach and engagement strategies, intensive case management services, best practice models, mental health and substance use disorder services, crisis intervention, suicide assessment and prevention, affordable housing and public benefits applications, housing and landlord/tenant rights, eviction prevention, etc.
- Ensure clients are linked to and accessing health, mental health, and substance use disorder services as needed including assisting clients with establishing a medical home and maintaining continuity with their medical home. Assist with maintaining medication and treatment regimens.

Mandatory Requirements

- 2 years experience working with homeless individuals providing direct mental health or intensive case management services.
- Social work/Mental Health Related Bachelor's Degree.
- Be able and willing to work flexible hours which may include evenings or weekends
- Provide proof of full COVID-19 vaccination
- Background Screening
- Maintain a caseload ratio of one (1) full-time equivalent intensive case manager to 15-20 clients.
- Have reliable transportation and:
 - A valid driver's license and insurance

What We Offer

In addition to a rewarding and flexible work environment, we offer our employees a competitive benefits package that includes medical, dental and vision coverage, vacation and sick time, and paid holidays.

Accountability and Review

3-month probationary period with a performance review, followed by annual evaluations.

Physical Demands, Environmental Conditions, Equipment

The physical demands described here are 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 disability to perform the essential job functions. Employee is required to: walk and climb stairs; reach with hands and arms; be mobile by moving oneself from place to place quickly and easily; carry and lift; climb hills; bend, stoop or kneel; operate a computer keyboard; able to complete all forms in personal writing; make and receive telephone calls; use the copier. Employees will be subjected to outside environmental conditions while conducting various levels of outreach to homeless neighbors. In addition to working in a typical office environment, the navigator will be required to work in areas inhabited by homeless persons, including working in dirty environments and dealing with challenging individuals.

FPOSB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, FPOSB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

If you are interested in being considered for this position, please submit a resume and cover letter to careers@familypromiseosb.org.