



Flood Bakersfield Ministries, Inc.
JOB DESCRIPTION:
**CASE MANAGER/
SUPPORTIVE SERVICES SPECIALIST**

Position Title: Case Manager/Supportive Services Specialist

Reports To: Housing Manager

Classification: Non-Exempt **Category:** Full time

Summary:

This position provides individualized support and service planning to assist various program participants in developing strengths, skills, and community resources to gain and maintain permanent housing. The Case Manager/Supportive Services Specialists must be able to demonstrate empathy, respect and consideration for the dignity and self-esteem of all program participants who often have a history of homelessness and mental illness, substance use and/or chronic health conditions.

Major Duties and Responsibilities:

Provide the following comprehensive case management and supportive services to residents enrolled in Flood Bakersfield Ministries, Inc. (Flood) programs. These services can include but are not limited to the following:

- screening, intake and assessment;
- service plan development, monitoring and reassessment;
- linkages and referrals to appropriate community resources;
- care coordination and follow-up;

Provide coaching and assistance on residents' independent living skills and other direct services, as necessary.

Work with residents to formulate their goals and create individualized Residential Service Plans with reference to: independent living skills; money management; education and employment goals; self-care and self-administration of medications; transportation self-sufficiency; social and recreational opportunities; other identified needs as determined by the residents and the residential support team.

Update and maintain records for residents, including vital statistics with current contact information, service plans, reassessments, progress notes, incident reports, and all other records

and reports mandated by program funding sources, in both paper and electronic versions.

Conduct reviews for appropriate utilization of services

Submit monthly reports of total hours of direct service and other details as required by grant funding and administration.

Manage relations and effective communication with residents' co-service providers, family members, employers and other contacts in the community, in a way that is respectful of client confidentiality.

Meet with assigned residents individually to review progress toward goals, reassess and revise service plans at least once per month and conduct in-home visits with residents not less than once per quarter.

Monitor residents' adherence to the policies, rules and procedures of lease agreements and other regulations established by funding agencies or other entities.

Maintain communication with members of Flood staff by phone, text messaging, email, or in person.

Immediately report all potential crises, safety hazards, health concerns, criminal wrongdoing, acts and/or threats of violence, and violations of Supportive Housing policies, rules and procedures to the Housing Manager.

Conduct informative monthly housing support groups and on-site classes or groups.

All other duties assigned

Essential Qualifications:

One-year minimum experience working in homeless services, mental health, substance use/ co-occurring disorder or with vulnerable populations providing intensive case management services.

Ability to maintain regular, consistent attendance

Employment Eligibility Verification

Updated tuberculosis test

Successful completion of background screening

Ability to obtain CPR/First Aid certification

Current/Valid California Driver's License

Job Demands:

Work Environment

The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually

moderate in an office setting. Sometimes work may become stressful when working under pressure.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.

Equal Employment Opportunity (EEO)

Flood provides equal employment opportunities 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, Flood 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.