

ACHIEVE Human Services, Inc.

TITLE: HOUSING CASE MANAGER
DEPARTMENT: HOUSING SERVICES
REPORTS TO: HOUSING SERVICES DIRECTOR

GENERAL SUMMARY

The Housing Services Case Manager/BHT assists adults with Serious Mental Illness in providing supportive and instructional services. This can include personal assistance, case management, life skills, employment services and transportation. The housing case managers assist with on going services with their primary providers and PCP's. They assist in ensuring that the participants receive safe and secure Housing in a community setting. The position requires knowledge and understanding of psych-social and vocational rehabilitation with an emphasis on community integration and normalization of the Consumer population. The position works in collaboration with the customer and his/her family or significant others to implement an effective Service Plan and provide clinical oversight to the multi-disciplinary team as it relates to the delivery of behavioral health services.

MAJOR DUTIES/RESPONSIBILITIES

- Maintains service delivery in both in-home and community settings at required budgeted levels.

Standard: Production hours will meet budget standards on an on-going basis 90% of the time.

- Ensures that documentation of service delivery is completed at least on a weekly basis. All documentation of services will be completed prior to billing, and all billed services will be substantiated by appropriate documentation.

Standard: At least 90% compliance is required based on a quarterly documentation reviews by the supervisor.

- Provide personal assistance, case management, life skills, employment skills and transportation as needed by the participant

Standard: 90% compliance is required based on at least quarterly review by the supervisor.

Staff will coordinate quarterly meetings with the primary providers to ensure that the participants are receiving services that are on their service plans.

Standard: Eligibility criteria will be met 90% of the time based on periodic review by a supervisor.

Staff will participate in long-term planning and organizational development activities as

part of the housing team. Participates in planning, developing and implementing system and program evaluation and monitoring activities for all housing programs

Standard: Periodic review of charts will yield at least a 90% compliance rate.

- Completes weekly/monthly inspections of units and surrounding grounds and submits Maintenance and Housekeeping orders as required.

Standard: All units and grounds will be maintained in a safe and clean manner per supervisor review.

- Maintains a high level of customer satisfaction.

Standard: Staff will meet expectations of customers with no substantiated formal customer complaints per rating period.

- Assists in rent collection duties for all Housing Programs.

Standard: Rents will be collected by the 5th of each month, and documentation of late rent will be posted in flow chart by the 10th of month with at least 95% compliance. Follow up with staff on efforts to collect rent will be monitored by position. Chart and deposit record review by supervisor will confirm procedure was followed.

- Complies with Fair Housing and Landlord Tenant Act laws.

Standard: No substantiated Fair Housing or Landlord Tenant Act violations will be received.

- Receives scheduled clinical supervision, completes all annual mandatory trainings.

Standard: Direct care staff will receive a minimum of one hour of clinical supervision per 40 hours of work, completes all annual mandatory trainings.

- Performs other duties as assigned.

Standard: Other duties will be performed as directed by the President/CEO.

WORK ENVIRONMENT

A. Supervision

N/A

B. Confidentiality

This position is exposed to high levels of confidential information relating to customers and minimum levels of confidential information relating to the company.

C. Mental Application and Responsibility

This position involves high level responsibility for administering company policies and procedures and a moderate level of responsibility for problem resolution and making clinical and

administrative decisions. Staff must exercise sound judgment and ethical standards in handling direct care and supervisory duties.

D. Internal and Public Contacts

This position involves a high degree of interaction with staff, customers, family members, and other social services agency staff.

E. Conditions and Equipment

The work environment includes in home, clinical, and office settings for the provision of services and may include outside settings for outings and assisting customers with living skills management, i.e., housekeeping, shopping, and personal hygiene. The employee must remain awake and alert throughout each work shift.

Equipment operation includes general office equipment, computers, communication tools, and recreational tools appropriate to activities. Must possess a valid Driver's License and have reliable transportation.

F. Physical Demands

The work environment includes home and office settings, staff must be able to walk up and down stairs lift up 25 pounds. The employee must complete trainings for safety and crisis intervention.

G. Other

N/A

ABILITIES

A. Language

English must be able to read, write and speak English. Must a basic knowledge of computer skills and compute English Language into Spanish using computer program for all official notices to a Spanish speaker.

B. Mathematical

Basic mathematics is required for the position, rent receipts are given. Rent calculations are required using basic math principals.

C. Reasoning

Position requires a basic understanding of working with people who have unique disabilities, basic understanding of crisis prevention and intervention and to assist in a recovery model or plan. Basic understanding of First Aid and CPR.

D. Other

Position requires a basic understanding of the Arizona State Housing Rules, Regulations and Tenant Act.

QUALIFICATIONS

A. Education Requires a high school diploma/GED, or preferably an Associate Degree from an accredited community college. Must have or be able to complete CPR/First Aid certification and Professional Assault Crisis Training (Pro-ACT) training within 30 days of hire.

B. Experience

Three years experience in service delivery to appropriate population per program assignment. Knowledge of Fair Housing and Landlord Tenant Act laws and an understanding of HUD eligibility guidelines and Housing Contracts are required. Must be over 21 years of age.

C. Abilities

This position requires strong written and verbal communication skills; an ability to comprehend, plan, direct, and coordinate activities to meet overall program standards; and the ability to work effectively with customers, their families, and other staff.

CERTIFICATES/LICENSURES/REGISTRATIONS

A. Valid Driver's License

B. Pass background check inclusive of Excluded Provider List System (EPLS) and the Health and Human Services (HHS) List of Excluded Individuals/Entities (LEIE).

C. Hepatitis B/TB Test

D. Health Certifications (required for food handling)

DRUG-FREE WORK ENVIRONMENT

The Agency is committed to the development and maintenance of a drug free environment in accordance with the Drug-Free Workplace Act of 1988. Accordingly, the Agency will not tolerate any unlawful activity such as the possession, use, manufacture, distribution, and/or dispensation, of a controlled substance on Agency owned or controlled property. Any employee or client engaged in such prohibited conduct or convicted of a crime involving a workplace drug violation shall be subject to disciplinary action up to and including termination. ACHIEVE Human Services, Inc. maintains and promotes a drug-free work environment and enforces a zero tolerance policy for the use of alcohol, drugs and/or controlled substances.

HIPAA

Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its implementing regulations, a Covered Entity under HIPAA is legally obligated to maintain the privacy of client health information that it creates or receives. The Agency recognizes the importance of keeping medical information confidential and is dedicated to meeting the HIPAA obligations. All information that we have about clients we consider to be confidential, and we maintain technical and administrative safeguards to protect against unnecessary use and disclosure of it. We expect our employees to respect our clients' instructions regarding any incidental exposure to protected health information. We are committed to supporting our clients in their efforts to comply with both state and federal privacy laws.

OSHA

Everyone has the right to a safe workplace. The Occupational Safety and Health Act of 1970 was passed to prevent workers from being seriously harmed at work or killed at work, and the

law requires employers to provide their employees with working conditions that are free of known dangers. The Act created the Occupational Safety and Health Administration (OSHA), which sets and enforces protective workplace safety and health standards which are maintained by the Agency. OSHA also provides information, training and assistance to workers and employers. Workers may file a complaint to have OSHA inspect their workplace if they believe that the Agency is not following OSHA standards or that there are serious hazards in the workplace. An injured worker may undergo a drug screening.

REASONABLE ACCOMMODATION

The Agency strictly adheres to the requirements of the Americans with Disabilities Act (42 U.S.C. Sections 12101 et seq.). While the Agency strives to appreciate the special needs of its disabled employees and provide the necessary, reasonable accommodations, it remains the responsibility of each employee subject to the provisions of the Act to promptly and effectively communicate in writing the need for accommodation to the Agency.

ACKNOWLEDGMENT

I, _____, understand and agree with the content of the above job description and hereby affirmatively represent and otherwise warrant that my conduct and job performance will comply therewith. It is further acknowledged, agreed, and understood that the execution of this Acknowledgment in no way, whatsoever, creates or implies a contract of employment between myself and the Agency. I fully acknowledge, agree and understand that my employment with the Agency is at the will of ACHIEVE Human Services, Inc., and that my employment therewith may be terminated at any time, for any reason, or for no reason at all. I further acknowledge, agree, and otherwise warranty that at no time will I allege or otherwise contend that the execution of this Acknowledgment created a contract of employment between myself and the Agency, whether express or implied in nature.

Signature

Date