



Case Manager  
Mayor's Office of Homeless Services

Full-time Temporary position  
(option for part-time)

OPENING DATE: 4/2/2020

CLOSING DATE: IMMEDIATE START (Open Until Filled)

**Organizational Overview:**

The Mayor's Office of Homeless Services (MOHS) is the designated lead agency for the Continuum of Care (CoC) and works to implement federal, state, and local policy and best practices in addition to administering and monitoring homeless services grants. MOHS administers approximately \$50 million annually for programs that include street outreach, emergency shelter, transitional housing, rapid rehousing, permanent supportive housing, Housing Opportunities for Persons With AIDS (HOPWA), meal programs, and eviction prevention. Each year, through a network of partner providers, the homeless services program delivers housing and supportive services to over 25,000 individuals and families.

**Job Summary:**

MOHS has created a COVID-19 response plan aimed at mitigating risk for individuals experiencing homelessness, who are at particularly high risk and unable to self-isolate at home. MOHS is expanding capacity for social distancing in shelters by opening additional emergency shelter sites to relocate existing shelter residents and allow for social distancing in accordance with CDC best practices. The Case Manager role will be supporting MOHS' efforts to provide on-going support to homeless citizens over the age of 62 moved into these designated sites.

The Case Manager provides direct management services including identifying and coordinating community resources. The Case Manager provides a variety of individual

and/or group supportive services that address both short-term and long-term client needs.

### **Essential Duties & Responsibilities:**

- Interviews clients for direct service needs, develop a case plan with the client including written short-term and long-term goals and tasks. Makes referrals as needed.
- Reevaluating goals with clients at regular intervals.
- Facilitates individual and group meetings as needed.
- Serves as a member of the multidisciplinary case team.
- Collaborates with other disciplines including substance abuse, legal, medical, educational, vocational, mental health professionals and other service providers.
- Makes appropriate referrals for emotional, substance abuse, legal, medical, dental, educational recreational, vocational, employment and housing needs.
- Creates and maintains case records, including, but not limited to legal documentation, assessments, case notes, case plans, service updates, court reports, medical reports, referrals, discharge summaries, visitation records, and educational information.
- Enhances the client environment by creating a hospitable and customer-oriented facility.
- Completes reports and maintains statistical data, meets programmatic, documentation and other performance standards, on an on-going basis.
- Develop strategies for long-term housing solutions for residents.
- Performs all other related duties as assigned.

### **Required Knowledge, Skills and Abilities:**

- Excellent communication, both verbal and written.
- Ability to prepare clear, concise and accurate reports, correspondence, and other job-related documents.
- Skill to work effectively under pressure.
- Excellent interpersonal skills.

- Ability to analyze situations accurately, utilizing a variety of analytical techniques in order to make well-informed decisions.
- Ability to develop and evaluate alternatives.
- Ability to communicate effectively using a variety of styles and techniques appropriate to the audience.
- Ability to operate job-related equipment including the use of basic computer programs and systems to effectively carry out the duties of the position.
- Ability to use various information technology systems required for successful job performance.
- Organizational skills and ability to multitask.
- Ability to adapt to changing priorities, work environments, management styles, and business trends.
- Demonstrated cultural competence and cultural responsiveness.
- Ability to communicate critical information with accuracy and efficiency.
- Ability to establish and maintain cooperative working relationships.
- Ability to work effectively with external agencies.

**Required Education and Experience Qualifications:**

- Bachelor's degree in human services or related field required.
- For social work degrees, social work licensure in the appropriate jurisdiction is required.
- Minimum of one year experience working with at-risk clients in a direct service setting required.

**Preferred Experience Qualifications:**

- Minimum of two years' experience working with clients who have a history of homelessness, with some knowledge of addiction and mental health issues preferred. In some cases, minimum years of experience can be substituted with additional related certifications or education.

**Supervisory Responsibility:** No supervisory responsibility.

**Work Environment:**

- Work will be conducted in temporary sites that have been created to house City residents aged 62 and older as part of the City's frontline response to COVID-19.
- Work is performed in temporary housing facilities designated to create social distancing and decrease existing pressure in emergency shelters by transitioning single adults to motel settings.
- Work involves exposure to moderate noise level.
- Work follows the CDC best practices for the safety of residents and staff.
- This position is considered essential under all circumstances, and the incumbent is expected to continue to work at any time the Agency suspends operations.

**Physical Requirements:**

- Position requires handling of average-weight objects up to 25 pounds or standing and/or walking for more than four (4) hours per day. Work requires moderate physical activity.

**Relevant Position Information:**

Compensation: \$21-\$22 an Hour

Length of Role: 2 - 3 months

Optional Benefits available

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