



## JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

<b>JOB TITLE:</b>	Case Manager
<b>REPORTS TO:</b>	Program Manager
<b>EMPLOYMENT STATUS:</b>	Non-Exempt
<b>TIME COMMITMENT:</b>	Full-time
<b>BARGAINING UNIT:</b>	Local Union #1991, IUPAT, AFL-CIO.
<b>STARTING SALARY:</b>	\$55,000-\$65,000

### ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration, and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

### POSITION DESCRIPTION

Under the supervision of the Program Manager the *Case Manager* is responsible for facilitating pathways to permanent housing for those who are on the street or in a BOSS shelter. This is a critical role that works with clinicians and other staff, to help homeless or at-risk individuals regain stability and improve their lives. Working with individuals from a person-centered, trauma-informed care approach using motivational interviewing techniques, you'll perform intake interviews and assess clients in order to create transition plans, treatment, and care plans, and provide wrap-around case management services. This role requires candidates to combine compassion and patience with an understanding of how to meet the immediate needs of each individual to help each person meet their goals. This role works onsite, as part of BOSS Centers of Excellence.

### Essential Functions (Key Duties and Responsibilities):

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

- Accomplishes clients' care by assessing treatment needs; developing, monitoring, and evaluating treatment plans and progress; facilitating interdisciplinary approaches; and monitoring staff performance.
- Admits new clients by reviewing records and applications; and conducting orientations.
- Determines clients' requirements by completing intake interviews; determining the need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided; and arranging resources, including transportation and escort.
- Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crisis; and providing personal support.
- Maintains clients' records by reviewing case notes; and logging events and progress.
- Communicates clients' progress by conducting weekly interdisciplinary meetings and evaluations; disseminating results and obstacles to therapeutic team and family; and identifying treatment influences.
- Prepares clients' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; orienting and training family members; and providing resources.
- Connect clients with short and long-term support services such as housing assistance, public transportation vouchers, emergency food gift cards, and personal grooming and hygiene products;
  - Assist clients in applying for public benefits;
  - Link clients to primary care services and other health care services;
  - In some cases provide transition medication management support;
  - Reduce hospitalization, and incarceration, and assist clients in reintegration back into the community.
- Improves staff competence by providing educational resources; balancing work requirements with learning opportunities; and evaluating the application of learning to changes in treatment results.
- Improves treatment results by studying, evaluating, and redesigning processes; implementing changes; and rewriting policies and procedures.
- Meets budget by monitoring expenses; and implementing cost-saving actions.
- Prepares reports by collecting, analyzing, and summarizing treatment and results data and trends; compiling statistics; completing grant and subsidy applications.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; and exploring opportunities to add value to job accomplishments.

### **Team Participation**

- Participates in staff meetings and other group activities essential for operations
- Leads team discussions on participant progress and lack of progress, and helps to develop possible solutions to ensure best support for the participant's success.
- Promotes good community relations and utilizes community services and resources.
- Attends scheduled training programs for professional development that include, at a minimum, training required by BOSS and by regulatory and accrediting bodies.
- Assumes on-call responsibility, as assigned.
- Performs other duties as assigned.

**ABILITY TO:**

Develop and maintain collaborative working relationships with participants, staff and industry partners; interpret policies, procedures, techniques, and rules governing employment and job placement; demonstrate sensitivity to, and respect for, a diverse population; represent BOSS by giving presentations and participating in meetings with individuals and groups; communicate effectively in English, both verbally and in writing; work independently with minimum supervision; monitor, track and compile statistical information; give and follow written and oral instructions.

**KNOWLEDGE OF:**

- Professional knowledge of the principles and practices of a violence intervention specialist.
- Knowledge and understanding of the practice skills required to service the population in the assigned area.
- Ability to engage and build relationships with clients, community partners and staff.
- Skill in crisis intervention and interviewing, de-escalation, negotiation and mediating tense situations; selective use of questioning and explanation and guidance in working with patients and families to help them explore/resolve problems.
- Competence in both oral and written English.
- Ability to recognize the need for and facilitate immediate resolution of problems and a high level of diagnostic skills to facilitate the identification of problems.
- Ability to establish and maintain effective and harmonious work relationships with staff, community partners, and the general public.

**QUALIFICATIONS:**

- Bachelor's degree in Sociology, Psychology, Social Work or related field, (OR) H.S. Diploma or GED  
Preferably experience working with homeless populations
- Two years of related experience with case management services, housing, homeless and mentally ill populations.
- SOAR Certification or relevant training
- Highly motivated self-starter and ability to coordinate multiple projects/tasks simultaneously in a high-pressure environment.
- Ability to work with diverse communities and exercise mature judgment.
- Knowledge of community and social service resources in Alameda County

**EXPERIENCE:**

Experience with homeless, vulnerable, and/or diverse population and the knowledge surrounding poverty and social factors involved;

Ability to understand the needs of formerly homeless people with disabilities and to develop collaborative goals towards greater self-sufficiency and independence in the greater community.

**Other expectations:**

- Access to a reliable vehicle, insurance, current CA driver's license & good driving record.
- Certification in CPR/First Aid.

**LANGUAGE SKILLS:**

Ability to read and comprehend instructions, short correspondence, memos, business correspondence, and all other mental health-related documents. Ability to write clear, concise, and accurate correspondence. Effective oral and written communication skills.

**MATHEMATICAL SKILLS:**

College-level mathematical skills required.

**REASONING ABILITY:**

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem-solving techniques.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by staff members to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, and drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

**MENTAL DEMANDS:**

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. The position does require the ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise and/or level of distractions in the work environment are usually moderate.

**CONCLUSION:**

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I invite you to be part of a vibrant and talented team that is committed to promoting health and self-sufficiency, fighting for equity, and celebrating diversity and inclusion!

BOSS is committed to the principle of equal opportunity in education and employment. BOSS does not discriminate on the basis of sex, race, color, creed, national origin, age, religion, sexual orientation, gender identity, gender expression, veteran status, or disability in admission to, access to, treatment in, or employment in its programs and activities.

*Black, Indigenous, People of Color, and individuals with lived experience are highly encouraged to apply!*

**Send resume and cover letter to:**

[hrjobs@self-sufficiency.org](mailto:hrjobs@self-sufficiency.org)