



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.

JOB TITLE: Clinical Case Manager/MSW

REPORTS TO: Director of Clinical Supervision & Training

EMPLOYMENT STATUS: Non-Exempt

TIME COMMITMENT:

BARGAINING UNIT: Local Union #1991, IUPAT, AFL-CIO.

STARTING SALARY: \$80,000

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

The *Clinical Case Manager/MSW* Position reports to the Director of Clinical Supervision & Training for supporting pathways to permanent housing, securing benefits, providing linkages to community resources and providing one on one trauma- informed counseling. He/she/they has case management experience with individuals experiencing homelessness, mental health challenges and substance use. The *Clinical Case Manager/MSW* will work in collaboration with the Housing Navigator to facilitate rapid and resourced exits from homelessness into permanent housing and provides participant advocacy, case management, benefit establishment, linkage to Mental Health and/or Substance Use Services, linkage to stable housing and all other supportive services as needed. The *Clinical Case Manager/MSW* will provide individualized support by helping each guest develop a plan to address their barriers, increase their income, and maintain and sustain permanent housing.

Essential Functions (Duties and Responsibilities):

Assess Client Needs:

- Conduct thorough assessments to evaluate the medical, psychological, and social needs of clients.
- Develop individualized care plans based on client assessments, goals, and treatment needs.

Care Coordination:

- Coordinate and facilitate access to necessary services, including medical care, mental health services, social support, housing, and other community resources.
- Ensure that clients receive timely, efficient, and appropriate care by collaborating with doctors, nurses, therapists, social workers, and other healthcare professionals.

Treatment Planning and Monitoring:

- Develop, implement, and monitor client-specific treatment plans that address short- and long-term care goals.
- Regularly review and update treatment plans based on client progress and changing needs.

Client Advocacy:

- Act as an advocate for clients by helping them understand their treatment options, access necessary resources, and navigate the healthcare system.
- Empower clients and their families to participate in the care process and make informed decisions about treatment and services.

Documentation and Reporting:

- Maintain accurate, up-to-date case files and documentation in compliance with legal, ethical, and organizational standards.
- Provide regular reports on client progress, case outcomes, and any changes to treatment plans.

Crisis Intervention:

- Respond to crisis situations as needed, providing immediate intervention and coordinating emergency care or support.
- Assist clients in managing crises such as mental health emergencies, substance abuse issues, or severe medical conditions.

Education and Support:

- Educate clients and families on available resources, treatment options, and self-care strategies.
- Offer emotional and practical support to clients and their families, helping them navigate the challenges of illness, injury, or other life situations.

Collaboration with External Resources:

- Connect clients with community services and support systems, such as housing, employment services, or legal assistance.
- Work with insurance providers, social workers, and other external partners to ensure comprehensive care.

Quality Assurance and Compliance:

- Ensure that all services are provided in accordance with state and federal regulations, organizational policies, and professional ethical standards.
- Participate in regular team meetings to discuss case progress, challenges, and solutions.

Team Participation

- Participates in clinical staff meetings and supervision 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 includes, at a minimum, training required by BOSS and by regulatory and accrediting bodies.
- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Master's degree in Social Work (MSW or MFT) or Psychology
- Two years of related experience with case management services, housing, homeless and mentally ill populations.
- Ability to work with diverse communities and exercise mature judgment.
- Knowledge of community and social service resources in Alameda County
- Excellent interpersonal and communication skills, both written and verbal
- Computer skills with proficiency in Microsoft Office. HMIS training is a plus.
- Knowledge and understanding of data collection and interpretation
- Working knowledge skills in social work terminology and reporting processes.
- Good general office skills and computer skills.
- Demonstrated experience in group dynamics, human growth, health & wellness, and grief counseling helpful.

PREFERRED SKILLS

- Understanding of, and commitment to, the use of harm reduction strategies in the provision of services
- Understanding of, and commitment to, the use of evidence-based practices, trauma-informed care and critical time intervention
- Commitment to active client involvement in program development and the design and delivery of supportive services
- Creative, dynamic, flexible and resourceful personality with the ability to infuse staff and participants/residents with enthusiasm
- Sensitivity to the needs & issues of homeless persons, persons living with trauma, persons with disabilities, (mental illness, alcohol and other drug problems, etc.)
- Tolerance of stressful situations and the ability to deal with stress constructively

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 member 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 the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, 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.

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 the essential functions. The noise and/or level of distractions in the work environment are usually moderate

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. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

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CONCLUSION:

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:

hjobs@self-sufficiency.org