



JOB DESCRIPTION

TRAUMA RECOVERY CENTER

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:	Program Manager
EMPLOYMENT STATUS:	Local Union #1991, IUPAT, AFL-CIO
TIME COMMITMENT:	Full-time (40 hr/wk)
STARTING SALARY:	\$90,000
PROGRAM/FUNDING:	CVCB

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 Program Manager 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):

Facilitate housing navigation activities using a Housing First approach:

- Identify target/eligible participants, up to and including engaging harder to reach guests in dialogue about support services, benefits, community resources.
- Supporting the housing planning process, including addressing the barriers to housing including lack of income, substance use or mental health. challenges.

Case Management

- Oversee the development and implementation of individual success plans in the housing stabilization program, including identification of barriers to obtaining/maintaining housing and steps to overcome them.
- Ensure that home visits are conducted at least monthly and more often, as appropriate
- Monitor documentation of case management activities and grant required forms.
- Oversee appropriate discharge plans from permanent housing programs.
- Serve on a team of housing navigators for select cases, as deemed appropriate by the volume of cases or the level of needs a guest may have.
- Assesses resident needs for health, psychological, and social services, including assistance in daily living.
- Refers and/or arranges for services for residents. May assist residents in choosing or applying for community services and in building their support networks. These services may include home care, nursing home placement, medical, financial, insurance and similar matters.
- Develops service coordination plans and monitors services provided.
- May develop/coordinate volunteer programs to meet needs not otherwise available.
- Assists guests who encounter problems obtaining services from the community providers through advocacy, linking, and/or by assisting with their problem solving/social interaction skills.
- Provides case management services while utilizing professional skill, objectivity, insight, training, and experience to interpret data and to identify viable treatment options and recognizing potential high-risk factors, acuity, and needs for services.
- Gives advice, guidance, emotional support and crises management services needed to maintain the guest safely in their residence.

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 includes, at a minimum, training required by BOSS and by regulatory and accrediting bodies.
- Assumes on-call responsibility, as assigned.
- Performs other duties as assigned.

Outreach and Relationship Management

- Outreach to community, business owners, realtors, landlords, housing developers and other service providers to identify new and existing opportunities and build strong relationships to better assist participants in accessing resources, employment, supportive services, and housing opportunities.

- Respond to community requests for street outreach intervention.
- Mediate disputes between homeless persons and neighborhood residents.
- Attend collaborative meetings.
- Network with other agencies, coalitions, and local community meetings.
- Actively participate in staff meetings and training.
- Other duties as assigned

QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Education. Have a master's degree in social work from a school of social work fully accredited by the Council on Social Work Education (CSWE). Graduates of schools of social work that are in candidacy status do not meet this requirement until the school of social work is fully accredited
- Two years of related experience with case management services, housing, homeless and mentally ill populations.
- 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
- 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
- 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
- Demonstrated experience in coordinating community services and securing referral services for community members
- Working knowledge skills in social work terminology and reporting processes.
- A staff team member with interpersonal skills to effectively work with people in a multi-cultural living community.
- Good communication skills (both verbal and written).
- Good general office skills and computer skills.
- Valid driver's license and a good safe driving record required.
- Demonstrated experience in group dynamics, human growth, health & wellness, and grief counseling helpful.

PREFERRED SKILLS

- Familiarity with Alameda County community resources
- 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, including housing-first, 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.
- CPR/first aid training

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.

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.

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:

hrjobs@self-sufficiency.org