



People's Emergency Center

Nurturing Families, Strengthening Neighborhoods, Driving Change.

Case Manager, Emergency and Transitional Housing

Department: Case Management

Classification: Exempt

Reports to: Director, Emergency & Transitional Housing

JOB DESCRIPTION

Summary:

The Case Manager for the Emergency and Transitional Housing Program is responsible for providing case management and supportive services that help families address the causal factors that led to homelessness while providing opportunities for them to achieve and maintain housing stability and self-sufficiency. The case manager will utilize a strengths based approach to engage families in the development of a service plan tailored to meet their unique needs and will provide weekly coaching/counseling to facilitate goal attainment.

Essential Duties and Responsibilities:

Crisis Intervention and Stabilization

- Provide orientation to new residents regarding PEC's Emergency and Transitional Housing Program and ensure their immediate needs are met.
- Assist residents in completing PA COMPASS, CHIP, SSI and/or other applications necessary to secure temporary cash/food assistance and health insurance for all family members. Ensure renewal applications are completed in a timely way.
- Refer residents to behavioral health counselors for screening and services as needed.

Service Planning

- Generate thorough written assessments for each family which includes information gathered from PEC's intake process, interviews with family members, and all documents received from other service providers.
- Engage family members, including fathers, in a problem identification, planning and decision making process which results in the development of a comprehensive family service plan.

Implementation, and Monitoring

Using the comprehensive assessment and family service plan as the guide, case managers will meet regularly with families to link them to appropriate resources and service providers within the community and monitor utilization. Case managers will also monitor the quality of services families are receiving, offer solutions for eliminating service delivery obstacles, and make recommendations for additional linkages with other service providers as needed. Linkage with other service providers could include programs for:

- Employment and Training
- Financial Literacy
- Parenting Education
- Housing
- Behavioral Health
- Physical Health
- GED and/or Other Educational Programs
- Early Intervention
- Afterschool and/or Tutoring
- Recreational Activities

Documentation & Communication

The Case Manager will:

- Develop a written service plan which is tailored to meet the unique needs of a family and with clear, attainable, and measurable goals.
- Document all case management activities in the client record in a timely way. This includes entry of all pertinent information into Cares.net and external databases as required by contract and/or funding entities.
- Maintain audit-ready files with all of the documents required by contract and funding entities
- Collaborate and communicate with PEC team members and other service providers as needed to enhance service delivery; ensure continuity/consistency of care; and facilitate goal attainment.
- Meet all contractual deliverables
- Ensure that all documentation recorded on paper or electronically will be completed, secured, maintained, and disclosed in accordance with regulatory, legislative, statutory, and agency requirements.

Competency Categories (See Attached for more detail):

- Relationship Building
- Problem Solving
- Administrative
- Professional Behavior and Development

Required Education and Experience:

- Bachelor's degree in social work or related human services field.
- Incumbent must have strong experience working with low income families
- Prior training in mental health and/or substance abuse services and have a grasp of the local referral network and enrollment process for related cases.
- Prior experience documenting cases in a client database.

Preferred Education and Experience:

- Bachelor's or Master's degree in social work
- Experience in social services delivery/case management is preferred.

Additional Eligibility Qualifications:

Knowledge of the complexity of poverty and women's homelessness, mental illness, trauma, substance abuse and the impact on individual and community health

Work Environment:

This job operates in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. May be required from time to time to come into PEC after regular working hours in order to provide support and assistance to clients when they are in crisis. May also necessitate working late in order to meet with clients whose schedules do not permit daytime interaction and travel with clients to and from necessary appointments/outings.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee 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 this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk, use hands and fingers to feel, handle, or operate objects or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Interested applicants should send resumes to cpustilnik@pec-cares.org.