

**Position Title:** Case Manager

**Status:** Full Time / Exempt

**Supervised By:** Housing Director

**Primary Purpose:**

This is a non-supervisory position located at Ulu Ke Kukui transitional housing facilities. Case management provides regular direct contact with participants in providing support management toward transitioning to permanent housing. This position is responsible for all case management activities for program participants.

**Essential Functions:**

Complete intake documents and possess the ability to thoroughly assess participants' needs and identify housing, family, social, income, educational, employment, and legal barriers.

Develop a service plan that defines the goals and objectives while addressing needs and overcoming barriers to self-sufficiency.

Provide the linkage to appropriate services in addressing participants' needs and barriers through referrals.

Follow up on mandated skills to maintain and manage progress toward self-sufficiency.

Provide individual support to help build self-esteem, motivation, achieve individual's potential, health, family care, nutritional and financial planning.

Monitor and follow up with participants' progress through bi-monthly progress reviews and quarterly updates of program participants' service plan

Participate in monthly inspections.

Provide six-month follow-up services for families completing the program.

Establish a positive relationship with client agencies to promote a continual enhancement to participants' self-esteem, education, employment, housing and family assistance through personal counseling or referrals to partnership agencies.

Coordinate programs necessary for the needs of participants and submit proposals identifying goals and objectives.

Provide job readiness training job placement and follow-up as appropriate.

**Essential Functions:**

Work with the "Management Team" concept making decisions regarding participants acceptance, general conditions, and terminations.

Assist in providing group training in specific areas.

Maintain and update case management files on a regular basis.

Complete monthly reports and calendars.

Provide monthly reports to the Housing Director

Assist with other projects and activities as assigned by the Housing Director

Perform other duties as assigned.

**Physical Demands:**

Approximately 25% of the time the incumbent must bend, reach, lift or move up to 25 pounds, exposure to blood or bodily fluids, exposure to chemicals, and exposure to toxic fumes, work around water, work outdoors, drive and work evenings and weekends.

**Work Environment:**

This position typically requires work in a normal office environment and working in families' units

**QUALIFICATIONS REQUIRED**

A Bachelor's degree from an accredited four-year college or university majoring in Human Development, Sociology or any related educational background and/or equivalent work experience is required.

**Skills / Knowledge:**

Full understanding of Housing First philosophy and approach.

A demonstrated understanding of the needs of homeless families and an ability to positively empathize with assigned families and the conditions they face. The ability to work in a diverse community and a strong knowledge of the Waianae Coast community.

Ability to communicate orally and in writing and to read, analyze, and interpret professional journals, technical procedures, and government regulations, write reports, business correspondence, and procedures.

Ability to effectively present information and respond to questions from groups, participants, and the general public.

Ability to add, subtract, multiply, divide in all measures, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

Ability to produce a family budget and give instructions to families with different abilities of understanding.

To perform this job successfully, the incumbent should have a working knowledge of Microsoft Excel spreadsheet, MS Word processing, Google Documents, Google Spreadsheet and Google Drive.

The incumbent must have a current Tuberculosis (TB) Clearance and test negatively when drug tested. A valid Hawaii's driver license with proof of insurance, a current safety check and abstract are required.