SPECIAL SERVICE FOR GROUPS
JOB ANNOUNCEMENT

Title: Case Manager IV
FLSA: Non-Exempt/Full-time (40 hr./wk.)
Pay Rate: $20.00-25.00/hour, DOE
Division: APAIT
Supervisor: Program Supervisor
Posted: 07/01/2022

Summary
Under the supervision of the Program Supervisor at a new housing facility located in Highland Park, the Case Manager will be responsible for the day-to-day implementation of case management services for people living with or at-risk for HIV/AIDS and other health disparities. Focus is on reentry population, recently incarcerated and co-occurring disorders. Responsibilities include outreach and recruitment; conducting participant screenings and assessments; facilitating trauma-informed, culturally affirming individual and group level counseling; providing targeted case management; and tracking participant progress. The Case Manager will be responsible for monitoring client activities in a residential housing program to ensure compliance with program policies and expectations. The Case Manager is also responsible for ensuring the safety of clients and the security and sanitation of the housing program. The Case Manager will provide culturally appropriate/competent support programs for individual involved with all components of behavioral health and psychosocial support. Experience working with diverse ethnic and cultural communities is a must, including, but not limited to the following target populations: people of color, gay/lesbian/bisexual/transgender individuals, individuals with limited English proficiency, undocumented immigrants, substance users, and homeless persons, of varying ages.

Essential Functions
1. Facilitate group level counseling sessions.
2. Conduct client intake screenings into behavioral health and psychosocial support program services, and assessment plans.
3. Develop and implement outreach, recruitment, and linkage referrals to community-wide stakeholders.
4. Provide targeted case management services, such as referrals to food assistance, childcare, transportation, housing; care coordination; employment development; skills building.
5. Provide necessary program documentation, including the completion of reports, administration of evaluation tools, and other program related assignments.
6. Attend and actively participate in unit, case conference, internal staff in-service, community, and other relevant agency events.
7. Monitor and authorize entrance and departure of clients and employees to maintain security of premises.
8. Conduct appropriate behavioral rehabilitative interventions as needed for housing residents.
9. Monitor clients and conduct room checks; maintain records of client compliance of program rules; and report to clinical and case management staff, assisting as required.
10. Work with individuals experiencing many barriers including homelessness, complex trauma, medical, mental health and substance use issues.
11. Ensure safe operations by reporting and correcting any spills, unsafe working conditions, or defective equipment.
12. Promote the availability of behavioral health and psychosocial support services to prospective individuals.
13. Maintain housekeeping; and verify all common areas, laundry areas and restrooms are clean and disinfected & fully operational; stock program supplies.
14. Assist program staff during provision of services to clients, including meal preparation/serving, set-up for classes, meetings, recreation, and other Program events.
15. Act as a role model, providing guidance on adhering to house rules and assisting with conflict resolution.
16. Interpret agency purpose and mission to the community.
17. Regular attendance: position will be primarily evenings hours, and will require flexible hours including weekends, and some holidays.
18. Other activities as required to conduct program and agency objectives.
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Minimum Qualifications - Knowledge, Skills and Abilities Required
1. Bachelor’s degree in social work, human services, and/or related psychology or minimum of two-years of experience in working with individuals experiencing homelessness and with severe mental illness, chronic health issues, and substance use disorders.
2. Understanding and applying Health Insurance Portability and Accountability Act (HIPAA).
4. Knowledge of and ability to work with racial/ethnic minority, impoverished and underserved communities and groups (e.g., multi-gender, generation, LGBTQ, substance using).
5. Proficient writing and oral communication skills.
6. Demonstrated experience and knowledge of PC hardware and software (i.e., Windows, word processing, spreadsheets).
7. Ability to coordinate multiple tasks simultaneously in high pressure environment.
8. Proof of employment eligibility, valid California Driver’s License, and annual automobile insurance.
9. Updated tuberculosis test (annual requirement) – read, reviewed, and dated by a clinician 6 months prior to employment.
10. Fully COVID-19 vaccinated (2 weeks from last vaccination dose to be considered fully vaccinated).
11. Maintain and uphold Agency mission statement, values, policies, procedures, and principles.

Preferred Qualifications - Knowledge, Skills and Abilities
1. Strong interpersonal skills and ability to work with staff from diverse cultural, ethnic, educational, and socio-economic backgrounds.
2. Be able to process new information, think, and conceptualize tasks as appropriate.
3. Experience working in a non-profit community-based organization.
4. Experience providing counseling grounded in evidence-based practices such as Seeking Safety or TREM.
5. Experience in substance use treatment (CADC or RADT related licensure).

Supervisory Responsibilities
1. The incumbent in the position does not have formal supervisory responsibilities.

Environmental Conditions (Working Conditions)
1. Ergonomically safe office environment with desktop computer, desk, chair, natural light from windows.
2. Occasional outreach at community festivals, conferences, nightclubs, massage parlors, and other outreach venues that target population frequents.

Physical Requirements
1. While performing this job, the incumbent typically spends time sitting, standing, walking, frequent driving, carrying (max. 20lbs), lifting (max. 20lbs), listening, and speaking.

Mental Requirements
1. The incumbent in this position must be able to accommodate any/all the following: constant distractions, interruptions; uncontrollable changes in priorities/work schedules; and availability for on call/duty after regular working hours, and exposure to inappropriate behavior and language of others.

Application Process:
Please submit cover letter and resume by e-mail to: Subir, subird@apaitonline.org  NO PHONE CALLS PLEASE.

Special Service for Groups, Inc. (SSG) is an Equal Opportunity/Affirmative Action Employer
SSG will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements set by law.