

**Volunteers of America of Oklahoma
Job Description**

Title: Case Manager – Permanent Supportive Housing
FLSA Classification: Non-Exempt
Career Band: Professional (P1-P2)
Department: Permanent Supportive Housing
Reports to: Leader of Permanent Supportive Housing

Job Summary:

The Case Manager is responsible for ensuring compliance with regulations, agency, state, and federal policies; and the quality services provided. This will be accomplished by monitoring, reviewing, auditing, documenting, and analyzing data. The Case Manager's role supports high quality of services delivered to all service recipients while encouraging a person-centered approach to the delivery of those services. The Case Manager must utilize professional discretion and represent the agency in an effective leadership role.

Job Duties:

1. Develop and maintain community awareness of homeless programs.
2. Setup and make arrangements for apartments, security deposits, utilities, and furnishings.
3. Coordinate and/or provide case management services to service recipients including but not limited to housing, health, financial, increased skills, legal, life skills and transportation.
4. Develop and operate programs within budgetary, Department of Housing and Urban Development (HUD) and Volunteers of America of Oklahoma policies and procedures.
5. Complete all required intake forms and background checks on service recipients.
6. Develop service recipient's long-term and short-term goals.
7. Make quarterly visits to each service recipient's apartment and review individual's goals at this time.
8. Make in-person or phone contact with each service recipients once during each month.
9. Attend and represent the organization at homeless community meetings.
10. Participate in administrative meetings and any other called or requested meetings.
11. The Supportive Housing Program will coordinate services among different providers when one or more of following conditions exist:
 - There has been a need identified.
 - No other organization has assumed that responsibility.

- The type of service or lack of coordination by multiple providers necessitates that we serve a central coordinating role.
- It is not prohibited contractually from doing so; and/or
- The organization is the most appropriate entity to assume such a role.

12. All service recipients will receive continuity of care in that they will be assigned a Case Manager at time of intake and changes in Case Managers will be minimized.

13. All other duties as assigned.

14. Participate in Quality Improvement (QI) activities.

Physical Requirements:

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. The employee is required to walk, stand, sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move objects weighing up to 10 pounds and occasionally lift or move objects weighing up to 50 pounds. Frequent pushing and pulling is also required.

Qualifications and Skills:

Required Qualifications:

- Bachelor's Degree in social services, business or public relations field or equivalent work experience as determined by the Leader of Permanent Supportive Housing and/or the Director of Human Resources.
- Social work and/or case management experience, preferably in the mental health or community services field.
- Excellent oral and written communication skills.
- Ability to maintain accurate records and present data contained in those records in a timely manner.
- Ability to share information through teaching and training.
- Competent user of all MS Office Suite applications (Outlook, Word, Excel, PowerPoint, etc.)
- Knowledge of communities where homeless services are provided.
- Ability to relate effectively with people.
- Ability to maintain confidentiality.
- Ability to exercise patience, understanding, creativity, and flexibility.
- 18 years of age or older.
- Must have and maintain a working telephone contact number.
- Possess a valid Social Security Card.
- Possess a valid Oklahoma Driver's License.

- Have reliable transportation.
- Proof of current car insurance (your name must be on the policy).
- Maintain an acceptable driving record, Oklahoma State Bureau of Investigation criminal history checks, and Community Service Registry Record checks.

Certification of Understanding:

The company reserves the right to revise or change job duties as business needs dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood the company reserves the right to change the work schedule as required, to include overtime.

I have read and understand this job description and the professional expectations of the position and am qualified to perform the duties listed above. I acknowledge this description provides a representative summary of the major duties and responsibilities of the position and that other job related tasks may be assigned by my supervisor.

This position is subject to random drug testing. Refusal to take a drug and/or alcohol test will be grounds for immediate dismissal.

I also understand and recognize that I retain the option, as does Volunteers of America of Oklahoma, to end my employment at any time, with or without notice and with or without cause. As such, your employment with Volunteers of America of Oklahoma is at-will and neither this job description nor any other oral or written representations may be considered a contract for any specified period of time.

Employee Signature: _____ Date: _____

Employee printed name: _____