

EMPLOYMENT OPPORTUNITY

Outreach Program Case Manager

The Outreach Program Case Manager will provide direct services to a case load of approximately 20 individuals. The case manager will provide outreach, long-term engagement and supportive services for participants through intensive case management activities and collaboration with RNP partners, service providers, housing providers and other community organizations.

This will be a full time position at 37.5 hours per week.

JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Work directly with Program Coordinator to obtain referrals for Outreach case management.
2. Provide structured Intensive Case Management services consistent with program policies.
3. Provide Outreach and Intensive Case Management services for assigned participants.
4. Engage participants on the street and at social service provider facilities to establish a working relationship and offer services.
5. Refer participants for services addressing chemical dependency, housing status, and other services, e.g., medical, mental health.
6. Assist participants in gaining access to a variety of funding programs (e.g., SSI, ABD, VA).
7. Provide transportation resources to access treatment services and/or support in getting to an appointments.
8. Refer clients into coordinated entry, or other housing programs, as appropriate. May assist client in maintaining occupancy.
9. With the participant's input, develop and implement an individualized Service Plan. Update this Plan periodically to reflect movement toward or attainment of articulated goals and the emergence of new participant needs and to help the participant move toward the achievement of autonomy.
10. Provide advocacy and support for participants within the criminal justice system including court appearances and written communication.
11. Accompany participants to appointments as needed.
12. Assist participants in developing a spending plan and in shopping.
13. Maintain client files; keep detailed case notes of client interactions.
14. Collect and input data for agency database.(EmpowOR)
15. Attends Community Action staff meetings and other meetings and trainings as required.
16. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- Lived experience preferred and will be given priority over education and work/volunteer experience.

- High school diploma or equivalent required. Degree in Human Services or related field desired.
- 1-2 years' case management experience preferred.
- Experience working with homeless population, and those with substance abuse and mental health disorders, preferred.

Or a combination of education and experience providing the knowledge, skills, and abilities to successfully perform the work.

License(s) & Certification(s)

- Must have valid driver license and auto liability insurance if personal vehicle is used for work-related travel.
- Recovery Coach, Diversion, and Trauma Informed Care training preferred
- Training necessary (within 6 months of hire): Blood borne Pathogens, First Aid/CPR, Safety, Mandated Reporting, Confidentiality, HIPAA, 42 CFR Part 2, Harm Reduction, Conflict Resolution, Crisis Intervention, Suicide Prevention, Ethics, Overdose prevention, recognition, and response.

Skills and Abilities

- Spanish/English bilingual helpful.
- Understanding of harm reduction along with a demonstrated passion for serving individuals experiencing homelessness and co-occurring disorders required.
- Skills necessary to provide advocacy and support for participants within the criminal justice system including court appearances and written communication.
- The ability to respectfully engage and develop a working alliance with the people we are serving is essential.
- Ability to advocate and effectively communicate and problem solve under pressure in high stress situations.
- Ability to prioritize workload and daily activities and complete tasks in a timely and efficient manner.
- Ability to set boundaries, resolve conflict and de-escalate issues.
- Dependable, able to work under pressure; receptive to change, willingness to learn, cooperative approach to problem-solving.
- Proficient in Microsoft Office Suite applications, including Excel, Word, PowerPoint, and Outlook programs. Experience working with client databases preferred.
- Must have strong and effective communication skills (oral and written).
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine) is needed.

WORKING CONDITIONS / PHYSICAL REQUIREMENTS: Work may be performed in an office environment, but will primarily be performed in an outside street environment. May be required to sit, stand, or walk for extended periods of time. Sufficient mobility is required for the use of office equipment and driving. Hearing and communication ability must be sufficient to perform essential job functions. ***May be exposed to situational, environmental or health hazards, such as mental health issues, drug abuse/paraphernalia, domestic violence, blood, fecal matter, parasites, and communicable disease.*** Travel within and outside Agency's service area will be required for outreach, meetings, training and other job-related activities.

COMPENSATION AND BENEFITS:

Starting wage between \$20.42 - \$22.54 per hour (DOE)

Benefits include:

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage
- Cafeteria 125 Supplemental Benefits
- Retirement Plan (3% Employer Match)
- Employee Assistance Program & Mental Health Support
- Paid Sick and Vacation Leave
- 12 Holidays per year
- Health club discount

(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)

TO APPLY:

Qualified candidates are encouraged to apply by providing **ALL** items requested. Please submit the following:

(1) Community Action Application (2) Resume (3) Letter of Interest.

Application Packets should be submitted to: **employment@communityactionskagit.org**

You can find all job announcements and apply online on our website at www.communityactionskagit.org

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer. Should you require accommodation in the application process, please contact our HR Department.
