**DEPARTMENT:** THP Housing Program

**POSITION TITLE:**THP Case Manager  (San Jose)                      **FLSA:**Non-Exempt

**SUPERVISOR:** Program Manager                                                          **Job Code:**NA

**OVERVIEW**:

The Case Manager for families, adults, and/or minors in the Transitional Housing Program (THP) provides direct support and intensive case management services to assist these individuals with meeting individualized goals while connecting them with resources in the community.  The position is collaborative and coordinates care on an interdisciplinary team.

**DIRECT REPORTS**:

* None

**QUALIFICATIONS**:

**Required**

1. CCL approval as an Excepted Case Manager prior to start date
2. Experience working with the all segments of the population
3. Knowledge of Microsoft Offices applications
4. Demonstrated skills in case work, group work and case coordination
5. Understanding of transformational care planning and targeted case management principle of service delivery
6. Excellent interpersonal skills (verbal and written) with demonstrated leadership in facilitating and linking services among a diverse variety of mental health programs
7. Ability to maintain a positive perspective in the treatment and care of emotionally disturbed adults and/or youth
8. Strong knowledge base with MediCal documentation standards
9. Other important competencies including the ability to motivate and maintain effective working relationships with staff and partners, excellent time management skills
10. Must have current CPR and First Aide certificates prior to start date
11. Must clear a Department of Justice (DOJ)\_ and Federal Bureau of Investigation (FBI) background check including fingerprinting before start date and maintain clearance
12. Must clear a health screening, including TB before start date and maintain clearance
13. Must be 21 years of age and able to work in a Community Care Licensed Facility
14. Must be able to drive, have a valid California Drive License, clean driving record and maintain a clean driving record.
15. Meet and maintain personal minimum vehicle liability and property insurance limits, in order to be insured by Unity Care's insurance carrier for transportation of clients

**Preferred**

1. Two (2) years' experience working with homeless populations, at-risk youth, or families in a residential setting
2. Bi-lingual in Spanish and English

RESPONSIBILITIES INCLUDE (but not limited to):

**Program Operations**: Responsible for new client intake assignment to Case Managers in San Jose region; responsible for ensuring Santa Clara County region meets targets; assists in developing new program function elements, including researching, compiling and analyzing supporting data; ensure fidelity to the Program Statement and Plan of Operations; Liaises with County partners to ensure program targets.

**Program Implementation/Direct Client Services**: Interviews program applicants and provides input into the intake process; Utilize a variety of approaches to establish and maintain a relationship with our client groups; Maintain individual contact with transitional homeless clientele at least weekly to discuss goals and track progress towards goals.  Work with clientele to understand any medications that they are prescribed, helping them learn how to refill prescriptions as needed; Connect clientele with community resources; Support clientele with the development of independent living skills; Maintain ongoing contact with outside persons/entities such as: natural supports, family, referring agency/case carrying agency, ILP, other and community resources; Participate in relevant team meetings such as: Child Family Team meetings, TDMs, and emancipation conferences; Support the goals outlined in the Transition Independent Living Plan (TILP) and work with youth to identify additional goals and tasks related to employment, education and housing; Establish and monitor client budgets and submit purchase requests; Provide transportation as needed when it fits within the resident's goals.

**Compliance and Reporting**: Responsible for completing reports, notes and Medi-Cal paperwork in a timely manner; Responsible for inputting data into the client database accordingly; Ensure that the program is in compliance with regulations (such as OSHA, HIPAA, CCL, UCG Policy and Procedures among others) as well as with our contract/MOU for THPP. Ensure records/documents/paperwork is up to date and maintained on site; Ensure continuous compliance with CCL and all regulations and external requirements; Conducts regular audits and monitors homes where clients reside to ensure compliance with CCL regulations.

**Program Productivity**: Ensure MH productivity targets are achieved; Execute all systems and program protocols; Ensure 75% of youth graduations; maintain on-going established agency targets; Ensure all clients are evaluated and assessed with proper documentation and established assessments; Maintain accurate and billable case notes per Medi-Cal requirements.

**Program Ambassador**: Serve as community liaison and agency representative; Interface with County Child Welfare and Probation staff on all facets of case coordination. Research and develop community resources.

**Quality Assurance:** Ensure compliance with Unity Care program models; Facilitate a high level of adult, youth, and family engagement; Ensure a therapeutic environment and client-focused programming; Ensure quality improvement and cultural sensitivity & diversity; attend required trainings to maintain knowledge and certifications needed for the performance of the role.

**Other duties as assigned**