

JOB DESCRIPTION

Title	Intensive Case Manager	Reports to	Director of Housing
Department	Housing	Status	Full Time
Funding Source		Category	Exempt

I. JOB SUMMARY:

The Intensive Case Manager provides home- and community-based services for clients residing in off-site housing. The Intensive Case Manager develops and implements an effective collaborative case plan that meets the needs of the clients and ensures housing stability. The Intensive Case Manager assists clients through the provision of counseling/treatment, linking to services that are appropriate to meet identified needs, and following up to provide support and assure compliance. The Intensive Case Manager understands that Broward County follows a Housing First model and that all clients' experience with homelessness should be rare, brief, and non-recurring.

II. ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITIES:

1. Coordinates the complete assessment of clients by arranging for clinical evaluations, psychiatric consultations, psychological testing, functional assessments, rehabilitative and social needs.
2. Integrates a collaborative case plan for each client with emphasis on maintaining stable housing.
3. Monitors and follows-up on the implementation of the case plan by making regular home visits, linking clients with necessary providers, assisting in gaining access to needed medical, psychiatric, social, educational, and other services, maintaining contact with the client throughout the course of treatment.
4. Manages community resources, and involves the client in these resources to promote the client's success with her/his case plan.
5. Interfaces with outside agencies as appropriate and necessary for specialized services, promoting coordinated care and ultimately the client's success.

6. Anticipates client's need for involvement in specific programs, and interfaces with other community partners and service providers to initiate referrals as well as follows up to assure client compliance.
7. Assists clients in learning to use fiscal resources through budget planning, monitoring and instructions in spending, and assisting with applications to entitlements.
8. Assists clients in locating appropriate housing situations and interfaces with landlords on behalf of the clients. Completes all required move-in paperwork in accordance with HUD regulations. Assists clients with relocating to housing situations.
9. Maintains an independent caseload of clients.
10. Participates in multidisciplinary or other team meetings, in-service trainings, and other required meetings.
11. Maintains timely and accurate documentation entries in required data systems to reflect professional activity and client progress. Maintains and updates all required documentation in accordance with HUD regulations.
12. Communicates pertinent clinical information, with necessary client consents obtained, with supervisor and other professionals.
13. Generates specific activity reports in a timely manner and participates in the collection of clinical outcome data, as directed by supervisory staff.
14. Maintains assigned client charts as required by program policies and procedures.
15. Facilitates community resource availability based on client needs (birth certificates, identification, social security, legal issues, parole/probation issues) to assure maximum social integration.
16. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. This job description/performance evaluation is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions given by their supervisor, subject to reasonable accommodations.

III. AGENCY EXPECTATIONS OF EMPLOYEE:

- Adheres to Agency Policy and Procedures
- Acts as a role model within and outside the Agency
- Dresses appropriately in attire consistent with the position image
- Performs duties as workload necessitates
- Maintains a positive and respectful attitude
- Communicates regularly with supervisor about Department issues
- Demonstrates flexible and efficient time management and ability to prioritize work load
- Consistently reports to work on time prepared to perform duties of position
- Meets Department productivity standards

IV. QUALIFICATIONS:

Education/Experience: Education/Training: A Master's Degree from an accredited school in an area of human service, or related fields, with at least two years of related experience. A Master's Degree in psychology, counseling, social work, or related field, with the individual working toward professional licensure is preferred. Years of experience, if appropriate, may be substituted for formal education. Must possess a valid Florida driver's license.

V. WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Intensive Case Manager works in settings of Broward Partnership, is expected to provide independent in-home and community based services, and is expected to perform outreach activities to engage participants in the Project.



ACKNOWLEDGEMENT:

I have read this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of the Agency or my department without it being specifically included in the job description.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have had the opportunity to review this job description, discuss with my supervisor, and ask questions prior to signing this form.

Employee Name: _____

Employee Signature: _____

Date: _____