

# HONOLULU COMMUNITY ACTION PROGRAM, INC.

## POSITION DESCRIPTION

POSITION TITLE : Case Manager  
Program: : KUMUHONUA TRANSITIONAL LIVING CENTER  
FLSA STATUS : Exempt  
REPORT TO : Program Manager  
SUPERVISES : None

### INTRODUCTION

Assists clients with goal planning and conduct regular goal reviews, provide emotional support, assist in connecting clients with available community resources, and develop and maintain inter-agency relationships. Maintains a caseload as agreed upon with the Program Manager, completes documentation of client contacts appropriately and provides monthly statistical information and program reports to the Program Manager.

### CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decision in a timely manner.
6. Self Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

ESSENTIAL POSITION RESPONSIBILITIES includes the following. Other duties may be assigned:

- Identify and engage potential clients, leading to the provision of direct case management services
- Maintain case load as agreed to with Program Manager, to include documentation of all services provided and accurate, up-to-date case notes in the appropriate format
- Complete new client assessments for the purpose of developing a plan to move the client and/or family toward self-sufficiency, including assessment of clients’ need for community based support

Provide information and referral to appropriate services and provide assistance and advocacy appropriate to a client's level of need in obtaining such services

- Maintain current knowledge of and working relationships with community resources and social service providers, and attend interagency case management meetings as required
- Provide crisis intervention as needed
- Maintain current staff communications through reading and recording information and reviewing client's files as necessary
- Attend staff meetings and in-service trainings as required
- Submit statistical information and program reports to the Senior Case Manager or Program Manager on a monthly basis, or as requested
- Other duties as assigned by Senior Case Manager or Program Manager

### MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

### EDUCATION

Bachelor's degree in social work, sociology, psychology, counseling or a related field.

### EXPERIENCE

One to Three years' experience in human service field, case management experience preferred, and one year experience with the homeless population as a social service provider. Related work experience may be substituted for Education.

### CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid driver's license and daily access to an automobile that is properly licensed/insured.

CPR and First Aid certificates are up to date

### REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Able to handle crisis situations with a minimum of supervision
- Able to maintain program/client/agency confidentially, and treat each individual with dignity and respect
- Able to set and observe appropriate personal limits and boundaries, especially with respect to shelter guests
- Able to accept supervision and work with staff and community social services providers cooperatively
- Able to deal effectively with a variety of people, situations, problems and changes
- Able to work alone and as part of a team

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of the characteristics of low-income areas and the community resources on Oahu
- Knowledge of the multi-ethnic cultures common to Oahu

PHYSICAL DEMANDS/WORKING CONDITIONS

	Never/ Rarely	At Times	Often/ Constant
Work Locations : in doors			X
Work Locations : outdoors	X		
Work Locations : sitting			X
Walking/standing		X	
Bending/crouching/reaching, etc	X		
Lifting/carrying - light (up to 10 lbs)		X	
- medium (11 to 20 lbs)		X	
- heavy (over 20 lbs)		X	
Contact with hazardous materials	X		
Dust, smoke, odors, noise, etc	X		
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X