HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE: Case Manager
GRADE: 9
FLSA STATUS: Exempt
REPORT TO: Program Manager
SUPERVISES: None

INTRODUCTION

The Case Manager will work one on one with the resident participant to conduct monthly meetings; assess resident participant for direct services needed such as mental health, physical health and employment assessment; complete monthly budget and housing plans for resident participant to prepare them for permanent housing.

The Case Manager will conduct monthly unit inspections with the maintenance team; conduct follow up inspections for resident participant who fail unit inspection; mediate and advocate for the resident participant with other community partners, landlords and health providers.

The Case Manager will complete all inputting of information for the resident participant into the data system (HMIS and SHAH) and complete all other reports as assigned by the Assistant Program Manager and 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, maintains, and strengthens partnerships with others inside and outside the organization who can
provide information, assistance, and support.

5. **Decision Making/Problem Solving/Analytical Ability** – Able to make difficult and appropriate decisions 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**

- Provide direct case management services for assigned resident participant.
- Maintain case load as agreed to with Assistant Program Manager, to include documentation of all services provided and accurate, up-to-date case notes in the appropriate format.
- Complete new resident participant assessments for the purpose of developing a plan to move the resident participant(s) toward self-sufficiency, including assessment of resident participant need for community-based support.
- Provide information and referral to the appropriate services; provide-assistance and advocacy appropriate to resident participant’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 resident participants’ files as necessary.
- Attend staff meetings and all in-service trainings as required.
- Assist Maintenance team with regular room inspections for all resident participants.
- Conduct follow up room inspections for assigned resident participants and notate status in monthly case notes.
- Complete monthly budget and housing plans for all resident participants.
- Input all data for resident participant into the HMIS and SHAH systems monthly.
- Complete quarterly SPDAT for assigned resident participant.
- Complete certification from the Department of Health, CPR, VI-SPDAT, SPDAT, HMIS Training, Clarity and all other certified trainings as required by funders and agency.
- Develop and maintain partnerships with other homeless providers, and landlords.
- Assist with community outreaches and events for the program.
- Attend monthly resident participant meetings.
- Maintain cleanliness of the shelter.

- Assist the Assistant Program Manager and Maintenance team with the upkeep and cleanliness of the food pantry or kokua room.
- All other duties as assigned.
MINIMUM QUALIFICATIONS

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

EDUCATION

A bachelor’s degree in social work, sociology, psychology, counseling or a related field is minimally required. A master’s degree in social work, sociology, psychology, counseling or a related field is preferred.

EXPERIENCE

Three (3) years’ experience in human service field, case management experience preferred. One (1) year experience with the homeless population as a social service provider.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid driver’s license and have daily access to an insured automobile.

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

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