

Hudson River Housing, Inc.

Position Description

Position: Outreach Care Manager

FLSA Category (Check one): Exempt Non- Exempt

Primary Site Assigned to: Project Porchlight

Immediate Supervisor: Director of Resident Services

General Description:

The Care Manager is responsible for providing outreach services to homeless families and individuals in the community. These services may include providing general information about the HRH and community programs, crisis intervention services, providing an appropriate level of guidance and support, facilitating referrals, and serves as an advocate on behalf of the client to assist them in securing housing, services, entitlements and support to reach their goals.

Principal Duties:

1. Providing general information about HRH and community programs, crisis intervention services, and may screen or participate in the screening of applicants for acceptance into an HRH program.
2. The care manager would reach out to community support/resources to assist in the determination of the appropriateness of the client.
3. Developing goal-oriented service plans.
4. Providing an appropriate level of guidance and support to assist clients in meeting basic needs, addressing their service plan goals and overcoming challenges
5. Facilitating referrals and serves as an advocate on behalf of the clients to assist them in securing services, entitlements and supports.
6. Networking with community supports/resources and program staff members to ensure clients emotional, physical and mental well-being needs are addressed in a coordinated manner.
7. Intervening to stabilize crisis situations.
8. Monitoring progress towards service plan goals at regular intervals establishing new goals and strategies as needed.
9. Participating in staff meetings, training sessions, supervisory meetings, committee meetings, agency events, and other activities as directed.
10. Monitoring confidential participant files, case notes, records and reports as required. This would include timely and accurate information entered into the HMIS database.
11. Participating in planning efforts to evaluate the program's effectiveness, identify needs and trends, and develops strategies to overcome challenges and enhance program quality.
12. Obtaining ongoing training as required and as necessary to effectively perform duties and provide professional growth.
13. Providing support and assistance to other programs when necessary and as directed.
14. Performing other duties as required.

Qualifications:

Education/Knowledge: BA/BS in human service field or an equivalent combination of education, training and experience.

Experience: Two years related work experience with homelessness, mental health, and substance use. Must have competent reading and writing skills along with strong communication skills. Must have good working knowledge of computer use and enhanced typing/keyboarding skills are necessary.

Required Behaviors: Must have excellent organizational skills and have the ability to prioritize the demands of the job. Must demonstrate sensitivity toward the Program's target population, and ability to comfortably and effectively relate to individuals of diverse backgrounds, and be respectful of cultural differences. Must be responsible, non-judgmental able to work independently and as part of a team. Must have a strong commitment to personal and professional ethics and standards and be able to set and maintain appropriate boundaries with Program participants. Must be dependable and flexible.

License Requirements: Valid NYS Driver's License required. Must have reliable transportation to be used during the course of the work day which may include transporting clients/participants as necessary. Proof of valid car insurance policy necessary.

Physical Demands: Must be able to climb multiple sets of stairs. Must be able to lift a minimum of 20 pounds to assist with clients/participants moving in and out of apartments.

Hudson River Housing is dedicated to maintaining a work environment that is free from harassment and discrimination on the basis of age, race, creed, color, national origin (including ancestry), religion, gender or sex, gender identity or expression, sexual orientation, pregnancy (including childbirth and related medical conditions), alienage or citizenship status (unless required by law), disability, reproductive health decision making (including, but not limited to, the decision to use or access a particular drug, device, or medical service), marital status, partnership status, caregiver status, domestic violence victim status, familial status, military status, unemployment status, genetic information (including genetic characteristics), or any other protected status under federal, state, or local laws. Hudson River Housing is dedicated to the fulfillment of this policy with respect to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, compensation, termination, and all other terms, conditions, and privileges of employment.