



FOOD, SHELTER AND A FUTURE

Clinical Case Manager Job Description

Position Title: Journey Outreach Clinical Case Manager (Subject to change as needed)

Schedule: Full-time

Reports to: Clinical Director

Position Overview: The Clinical Case Manager is primarily responsible for managing a caseload of individual adult clients who are experiencing homelessness and are residing in the emergency shelter. The Journey Outreach client group consists of clients who tend to have had more than one episode of homelessness, have diagnoses of Severe and Persistent Mental Illnesses (SPMI) or have significant physical disabilities, many will have co-occurring health and mental health disabilities and some will have substance use disorders as well. Clients in this track will usually need assistance applying for SSDI/SSI benefits from the Social Security Administration or need assistance managing the SSDI/SSI funds they already receive. Some clients in this track will need assistance seeking employment that can offer reasonable accommodations under the Americans with Disabilities Act. Clients will then need connection to housing options that can also make reasonable accommodations for their disabilities as well as be affordable for someone with SSDI/SSI.

The Clinical Case Manager will meet individually and in groups with assigned clients to conduct bio/psycho/social assessment and diagnosis as appropriate, create individualized plans, and plan interventions that will enhance client functioning, increase coping and client motivation, encourage life skills, and ultimately lead to a permanent housing exit from UMD. The Clinical Case Manager may also provide task supervision to a social work intern in order to expose social work students to methods of helping this client population and to increase the case management capacity of the program. This will be done under the overall clinical supervision of the clinical director. The specific client population for this position is subject to change based on the needs of the organization but will generally deal with clients who are homeless or formerly homeless.

Knowledge, Skills, and Abilities

- Requires a MSW or other Master's degree in a related human service field, Licensed at the Associate level or Full Licensure (LCSWA/LCSW, LPCA/LPC.)
- Ability to build rapport with clients from all walks of life and backgrounds while setting appropriate boundaries and limits and while holding clients to a high standard of accountability.
- Ability to provide assessment and diagnosis of mental health needs, general assessment of health needs, literacy and job skill needs, and assess for other client barriers; once assessment is complete ability to consult with clinical director, other agency staff, and community resources as needed to assist the client

- Knowledge of Federal, State, and Local programs available to assist people with low or no income, people with disabilities, health and mental health needs, and other client barriers; Willingness to continue to learn about new programs and educate other UMD staff about programs
- Prefer someone trained SSI/SSDI Outreach, Access and Recover (SOAR) or willing to become certified within 3 months of hire.
- Knowledge of Housing First principals, Basic understanding of HUD structures and concepts, Ability to critically analyze the roots of homelessness and the systems and resources needed to intervene in homelessness
- Ability to motivate and encourage clients with decreased confidence, decreased self-esteem, and feelings of being overwhelmed with their life circumstances; Knowledge of Motivational Interviewing, CBT, DBT, and other psychotherapeutic techniques

Position Duties and Responsibilities:

- Orient new clients to the purpose of the Journey Outreach Track, the rules and expectations of the track and serve as the primary point person for the client during their shelter stay; Coordinate with any interns working with track to ensure streamlined case management delivery to the track clients
- Conduct comprehensive assessment of bio/psycho/social factors on clients assigned to the track and other client groups as needed, Develop a Journey Track Plan with the client to address barriers and create goals for client accountability; Goals should take into account the track focus of coping with the stressors of disability and homeless as well as Housing First principles; Coordinate with any interns working with client to ensure all team members are addressing barriers and client goals
- Develop an individualized target exit date for each client based on the Journey Track Plan; Exit dates should be based on a 60-90 day overall target; Formally review client progress every 30 days and make recommendations to the Clinical Director when clients request extensions
- Meet individually with assigned clients weekly using Motivational Interviewing, CBT, Choice Theory, Problem Solving Therapy and other modalities to help clients increase functioning, review progress towards goals, make and follow up on referrals, and Encourage and motivate clients, OR, If clients are working with an intern ensure client has met with intern for a weekly session to address these goals and objectives
- Provide weekly groups to clients assigned to the track focused on motivation, behavior change, life skills, stress reduction, and to help clients create daily structure while waiting on lengthy disability and housing application processes; Share group facilitation responsibilities with social work interns assigned to the track

- Work with Clinical Director and Workforce Development Manager to identify clients that would be good candidates for supportive work opportunities; Collaborate with UMD workforce development manager in implementing employment plans for eligible clients
- Provide behavior chain analysis and problem solving when clients violate track and shelter rules; Make recommendations to clinical director for shelter exit when clients are not compliant with expectations or when clients fail to make progress in the track
- Make referrals to external agencies for other needed services; Follow up to ensure success of referral and to manage ongoing needs
- Provide some limited after-care to clients that have exited UMD on a case by case basis
- Maintain NCHMIS files for clients including all Entry and Exit form data, Service Transactions, Case Notes, and Referrals, and other data as needed
- Maintain documentation in client file reflecting services provided in format as provided by Clinical Director, Inform clients of expectations and missed meetings via letter, Use documentation to support exit and extension recommendations made to the Clinical Director
- Produce data reports and other informational reports to Clinical Director or other UMD staff on an as needed basis
- Work collaboratively with other UMD staff, partner agencies, and resource providers in the community, Provide advocacy on behalf of clients when needed, Uphold UMD policies and values in all collaborations and interactions with clients, staff, volunteers, and community affiliates
- Attend and participate in UMD staff meetings and community meetings as directed by the Clinical Director; Attend supervisory meetings with Clinical Director on a basis to be determined by the Clinical Case Manager and Clinical Director
- Participate in in-service learning and trainings to remain abreast of current trends and service for the client population
- Provide crisis management when necessary with support from the Clinical Director

Compensation: Salary range \$38k-\$42k. Generous health benefit and retirement package included.

To Apply: Email a current resume and a cover letter to richardmorin@umdurham.org.

Position will be advertised until filled. No calls or visits please. Urban Ministries of Durham is an Equal Opportunity Employer.