

MIDPEN HOUSING JOB DESCRIPTION

Job Title: Case Manager I
Department: MidPen Resident Services Corporation
Supervisor: Program Director for Special Needs Housing
FLSA Status: Exempt
Updated: Dec 6, 2013

Mission and Values

MidPen Housing is a non-profit organization that develops high-quality affordable housing communities, professionally manages the properties in those communities, and provides services to residents. The three affiliated corporations are MidPen Housing, MidPen Property Management Corporation and MidPen Resident Services Corporation (MidPen Services).

MidPen Housing's mission is to provide safe, affordable housing of high quality to those in need; to establish stability and opportunity in the lives of residents; and to foster diverse communities that allow people from all ethnic, social and economic backgrounds to live in dignity, harmony and mutual respect.

We have established a list of core values which guide our work and culture: how we treat one another, our residents and our partners. We believe that upholding these values will help MidPen achieve operational excellence and will create an environment where employees feel valued and inspired to their best work. Our values are Integrity, Collaboration, Accountability, Respect and Excellence (ICARE).

Summary: Under the Program Director for Special Needs Housing's primary leadership, the Case Manager I (CM) will assist residents in special needs housing to retain their housing, to help resolve issues that could destabilize housing, and to support all community residents to develop goals for enrichment, stability, wellness and recovery as applicable. The CM I provides direct services for residents, including linkages and referrals to community based services, community building activities, and integration with residents throughout the community. The CM I will address the needs of all of the residents in the community to build a holistic and supportive community. The CM I also facilitates presentations, workshops, and other information forums for resident benefit.

Job Description: Duties include the ability to:

1. Provide direct group and one-on-one services to residents and support community building activities at assigned properties.
2. Provide direct case management services for identified residents who exhibit signs of functional impairment, including support to develop independent living skills
3. Strictly adhere to data entry and reporting protocols.
4. Educate residents on available services and benefits
5. Conduct functional assessments as required
6. Provide linkages and referrals to services agencies

7. Build collaborative relationships with service providers.
8. Monitor provision of services.
9. Advocate for residents internal partners/external partners
10. Educate housing management staff about service related issues.
11. Support resident independent living and personal and professional development goals
12. Support the work of volunteers on site
13. Performs other assignments as requested.
14. Establish and provide on-going support to sustain resident community associations and execute community building activities
15. Research, identify, and obtain the most appropriate resources and relevant service providers to meet residents' needs
16. Develop, maintain, and evaluate partnerships with external organizations
17. Assist in and/or provide crisis intervention and follow-up (including but not limited to child and elderly abuse reporting); appropriately implement mandated reporting policies and procedures
18. Work collaboratively with MidPen Property Management Corp. and MidPen Housing Corp. staff, partners, and volunteers
19. Perform other duties as assigned
20. Develop, implement, manage and evaluate the effectiveness of services
21. Keep immediate supervisor (the PD) informed of all resident crises or unusual circumstances in a timely manner

Qualifications:

- M.S.W. or M.A. degree in psychology, counseling, or related field and 1 year full-time experience serving the needs of senior populations and special needs (mental illness, substance use, co-occurring disorders) or B.A. or B.S. degree in the same fields with 3 years full-time experience serving these populations.
- Experience working with and serving homeless populations
- Experience providing social services to diverse populations
- Experience using and administering multiple assessment tools
- Experience interpreting information/data derived from assessments
- Excellent reading, writing, and verbal communications skills
- Demonstrated computer skills, proficient in using excel, word processing software, and other needed software
- Willing to learn, committed to improving and staying abreast of exemplary practices in the field of social services for special needs populations.
- Own reliable transportation, possess a valid California driver's license, and have a good driving record
- Satisfactorily pass background check and fingerprint clearance
- Commitment to the Mission and Vision of MidPen Services and MidPen Housing

My signature states that I have read and understand the requirements of this position.

Signature _____

Date _____