

JOB DESCRIPTION OPERATION DIGNITY

Position: Case Manager, Operation Dignity

Location and Hours: Berkeley, Oakland and Alameda. Full-time, 40 hours per week. Some flexibility is needed to accommodate resident schedules, including evenings and some weekends.

Position Overview

Established in 1993, Operation Dignity is a nonprofit organization providing housing and supportive services for homeless veterans, veteran families and homeless populations in Alameda County. Operation Dignity operates emergency, transitional and permanent supportive housing programs in Alameda, Berkeley and Oakland. Operation Dignity supports veterans to address the wounds of war that continue long after their return to civilian life.

Operation Dignity Case Managers provide comprehensive case management services for residents in our supportive housing programs. Case Managers use a strength-based approach, valuing clients' skills, resilience and capacities to take charge of their lives. Case Managers support each resident to achieve their goals, including: stable housing options, substance abuse recovery, mental health improvements and self-sufficiency.

Major Job Responsibilities and Duties:

1. Case Management and Service Coordination

- Develop a trusting and consistent relationship with each veteran/veteran family that supports them to envision positive change, receive needed support and achieve their goals.
- Maintain a respectful, caring, strength-based and empowering relationship with all clients.
- Conduct a thorough psychosocial assessment to identify the client's: unique story, risk factors to address and strengths/resiliency factors to build upon for a successful program outcome.
- Engage clients to develop a self-sufficiency case plan, identifying the action steps to achieve their goals.
- Provide case management counseling on a weekly basis to support clients to achieve their self-sufficiency goals.
- Facilitate resident meetings and offer life skills training and education programs.
- Support and prepare clients to gain the skills and self-determination needed to successfully move to permanent housing or other suitable living environments.
- Coordinate services with VA liaison and community-based partners to ensure clients receive comprehensive services, including: mental health, legal assistance, entitlement benefits, health care, substance abuse treatment, job training and housing assistance.
- Monitor client progress towards meeting their life goals and permanent housing search. Inform supervisor of gaps in services and assist in developing resources and/or referrals for residents to meet their goals.

- Intervene in crisis situations to help de-escalate clients, promote positive solutions and re-establish stability in community environment.
- Inform supervisors of crisis matters in a timely manner.
- Provide early intervention, intensive support and mediation to foster a successful stay.
- Initiate a case conference and advocate on behalf of clients, including with VA liaison, to prevent discharge due to non-compliance with program guidelines. Refer to VA outpatient services and monitor contract until completed.
- Conduct bi-monthly unit inspections to ensure that the property is being maintained.

2. Communications and Record-Keeping

- Maintain thorough, accurate and up-to-date files, including progress notes, case plans and other pertinent documentation regarding services for each client. I
- Input case notes and supportive services provided for each client in the Homeless Management Information System (HMIS).
- Maintain professional relationships/boundaries with clients, while maintaining a strict level of confidentiality. Discuss clients only to support their goals in a private setting.
- Participate in regular case conferences to review client progress.
- Participate in weekly staff meetings to discuss client progress and recommend community resources on behalf of each client.
- Follow-up on incident reports in a timely manner until a satisfactory resolution is attained.
- Engage in respectful communications with VA and community partners.

3. Staff Development and Organizational Culture

- Receive regular supervision sessions to enhance skills and safeguard personal health and wellness.
- Participate in strategic planning, trainings and team-building sessions, as requested.
- Help create a positive, productive and supportive team and work environment.
- Perform other related duties, as assigned.

Knowledge, Skills and Abilities:

- Must have education and/or experience demonstrating knowledge of case management principles and required responsibilities.
- Must have at least two years of relevant experience providing direct services to veterans and/or individuals who have been homeless, disabled or economically marginalized.
- Cultural competency, with ability to maintain effective professional relationships with a culturally and racially diverse staff and clients.
- Strong verbal, written and communication skills.
- Strong ability to record client progress and fulfill documentation requirements.

- Able to bring compassion, patience, tenacity and dedication to the homeless and veteran community.
- Self-starter and self-motivated, able to take initiative on behalf of clients.
- Team player, able to contribute to positive and harmonious relationships with other staff.
- Demonstrated ability to maintain confidentiality and manage personal boundaries in a social service environment.
- Fingerprint/background check required.

Operation Dignity is an Equal Opportunity Employer.