



Case Manager - Entry (24 HR Shelter T House)

Adult Services | Los Angeles, CA | Full Time

JOB DESCRIPTION

About Us:

VOALA

Helping Our Most Vulnerable Change Their Life Stories

Volunteers of America is a non-profit human services organization committed to serving people in need, strengthening families, and building communities. VOA - LA provides a variety of social services to Los Angeles area communities such as Head Start programs, Upward Bound college prep programs, veterans' services, homeless shelters, low-income housing program as well as drug and alcohol rehabilitation. Learn more at www.voala.org.

JOB SUMMARY AND PURPOSE

Case Manager - Entry provides intensive case management services to clients classified as low acuity, serving on a team that is the central point of contact to coordinate services and care for assigned clients. These positions serve individuals and families residing in interim and permanent housing. They support and provide services in the areas of assessment; care planning; coaching and social support; connections to direct services; care coordination and system navigation; education about the health and social service system; outreach and engagement, and capacity building for individuals who were experiencing homelessness and are now mostly housed.

DUTIES AND RESPONSIBILITIES

- Assign and monitor cases:
 - Review daily referrals and screenings of clients
 - Designates households for intake and ensures all supporting documents are verified
 - Provides information and referrals for callers and walk-in clients
- Conducts comprehensive screenings and assessments with clients to collect functional, environmental, financial, employment, housing, educational, and health information, as appropriate, to develop a case plan
 - Develops support systems to meet clients and family needs; coordinates and facilitates move-in activities, rental negotiations, and service referrals as required
 - May make home and field visits
- Monitors cases on a regular basis to determine quality and effectiveness of services provided
 - Review cases with Program Coordinator and Case Management Team
 - Audit case file on a regular basis for completeness and accuracy
 - Conducts crisis intervention as necessary
- Assists case managers by identifying and coordinating a variety of available services necessary for clients and families to maintain/obtain self-sufficiency and family stabilization.
 - Refers clients to available community providers for therapeutic, social, educational, and medical resources
 - Provides support to case managers and clients through ongoing case conferencing, counseling, and advocacy
- Conducts comprehensive file reviews and assessment of data collected to assure all necessary documentation is collected by case managers for services eligibility purposes
 - Assure all assets and file documents are maintained and secure for all clients
- Develops, performs, and assists with workshops pertaining to client's needs
- Participates and assists with outreach events
- Provide Crisis intervention and stabilization
- Collect demographic and evaluative data on Residents and their progress weekly
- Work with youth once they are housed to assist with permanency and wrap-around services
- Actively participate in all prescribed Trauma Informed Care training
- Other duties as assigned and is subject to change at any time

**EDUCATION:**

- High school diploma (or GED/High School Equivalence Certificate)

EXPERIENCE:

- Minimum of 6 months of general experience in case management

KNOWLEDGE:

- Basic knowledge of Case Management ethics, HIPAA, Programmatic standards of operation and clinical engagement, clinical documentation methods, and client focused ideology
- Proficiency in record keeping, tracking, maintaining, and reporting statistics according to program guidelines and requirements

TECHNOLOGY SKILLS:

- Proficiency with computers and Microsoft operating system navigation, office, outlook, word, excel, power-point, and internet browser
- Knowledge and experience working with and using Database software programs

SKILLS AND ABILITIES:

- Ability to communicate orally and in written English
- Ability to create and maintain written and electronic records; operate HMIS, recording the case management process flow and clinical documentation – DAP note proficiency, and caseload management
- Understanding, ability to assess, and consult with team on participant acuity and appropriate levels of care through weekly treatment team meetings
- Ability to perform under circumstances of possible emotional stress and conflict, including dealing with un-cooperative clients
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA, and other federal, state, and local standards, with or without reasonable accommodation, including meeting qualitative and quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with ADA, FMLA, and other federal, state, and local standards
- Ability to use computer to input and retrieve routine data

INTERPERSONAL CHARACTERISTICS:

- Client- focused, prompt, collaborative/team player, adaptable, communicator, organized, consistent, and compassionate

PREFERRED QUALIFICATIONS:

- Bachelor's or Associate's Degree in Social Work, Social Services, public administration, public health or related field
- 6 months of experience working with homeless adults and transition age youth, and will be trained in evidenced-based practices including Housing First, Trauma-Informed Care, Harm Reduction, Motivational Interviewing, Positive Youth Development, Cultural Competency and Non-Violent Crisis Intervention.
- Bilingual in English and Spanish (written and verbal)
- Knowledge and experience working with and using HMIS software or programs
- Valid California driver's license, acceptable proof of automobile insurance, and/or access to a reliable mode of transportation

Volunteers of America is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law

This employer participates in E-Verify and will provide the federal government with your Form 1-9 information to confirm that you are authorized to work in the U.S.

If E-Verify cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact Department of Homeland Security (OHS) or Social Security Administration (SSA) so you can begin to resolve the issue before the employer can take any action against you, including terminating your employment.



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APPLICANT TRACKING