

Emma Norton Services Job Description

Title: **Scattered-Site Families Case Manager**

Status: **Full-time; exempt**

Location: **Maplewood, MN and greater Twin Cities community**

Supervisor: **Program Director**

Direct Reports: **None**

Compensation: **Starts at \$38,000**

Organization

Emma Norton Services works with women, children, and families who are on their journey of recovery from homelessness, mental illness, chemical dependency, and other life stressors. Emma Norton Services provides safe, permanent housing in combination with programs and support services, through a housing first and harm reduction model, to provide an environment where victory over homelessness, mental illness, and chemical dependency is possible.

Purpose

The scattered-site families case manager is responsible for providing intensive case management for families living in scattered-site rental housing in the wider community. This position is responsible for supporting clients in achieving housing stabilization, client-centered goals and self-sufficiency.

Responsibilities

1. Provides in-home case management
 - Recruits eligible households; coordinates intake process with rental assistance partners
 - Maintains up-to-date and organized client files through an electronic records system; including documentation of assessment of service needs, service plans and goals, and case notes documenting case management services
 - Tailors individual meetings and case management services to promote success and stability through assessment of service needs; develops initial goal plans for adult residents within 90 days of participant entry, and subsequently, works with clients on goal plans every six months
 - Assists clients in accessing community resources; accompanies clients to initial and/or significant appointments and meetings
 - Collects and records all required statistical information; accurately reports data in a timely manner
 - Completes client-intake and move-in processes (e.g., lease signing) as needed; focuses on recovery and client-centered care; assists families in creating and following harm reduction plan; resolving crises as appropriate
 - Organizes and facilitates groups to provide education and information to clients; supports clients in developing peer run groups and meetings
 - Serves as on-call staff to respond to crises or emergencies
2. Fosters a positive, engaged client community
 - Assists the client community with community building skills
 - Assists clients with identifying and addressing community concerns/issues

- Assists clients in acquiring necessary resources for move-in; provides landlord-tenant support; identifies opportunities for community integration and development of natural support networks
 - Facilitates peer mediation as needed
3. Functions as a team member
- Follows through with own job responsibilities and assignments
 - Engages in constructive problem solving and conflict resolution; assists other team members in doing the same
 - Provides information needed by other team members in a timely and effective manner
 - Offers assistance to team members as needed
 - Willing to give and receive feedback
 - Takes direction from supervisor or manager; accepts and implements team decisions
4. Other duties
- Participates in staff and team meetings
 - Promotes community awareness of Emma Norton Services
 - Attends community meetings as necessary
 - Participates in agency efforts to promote a mutually respecting, multicultural environment; participates in training opportunities related to economic, racial and cultural diversity as requested
 - Completes and maintains up-to-date knowledge and expertise in areas related to job duties; including the completion of HIPAA and Vulnerable Adult training within the first 7 days of hire
 - Performs other duties as assigned

Requirements

1. A relevant course of study in a social services field and a minimum of one year of related experience
2. Ability to undergo and pass a background study as detailed in Minnesota Statute 144.057 and Chapter 245C
3. Experience delivering services to adults, youth, or families who have experienced mental illness, alcohol or drug addiction, domestic violence, homelessness, or other trauma
4. Knowledge of evidence-based practices preferred, specifically Harm Reduction, Housing First, Motivational Interviewing, Trauma Informed Care and Person-Centered approaches
5. Able to identify and assess a wide range of client needs
6. Knowledgeable about community resources
7. Experience and high level of proficiency using Microsoft Office
8. Ability to interact with people in a manner which shows sensitivity, respect, and professionalism
9. Ability to communicate effectively orally and in writing
10. Ability to exercise good judgement and problem solving in a variety of circumstances
11. Ability to work with a high level of accuracy and attention to detail
12. Ability to maintain professional boundaries
13. Moderate physical effort, with intermittent lifting or carrying limited to no more than 50 pounds
14. Duties may require physical ability to climb stairs
15. Duties require extended use of a keyboard

- 16. Ability to work with initiative in a fast-paced environment, where interruptions are frequent and the ability to multi-task and set priorities are necessary
- 17. Ability to drive insured vehicle for relevant job duties

Employee and Management Review

Employee Signature

Date

Human Resources Signature

Date