



CLASS SPECIFICATION

Class Code: 60019077
Date Established: 01/2022
Last Reviewed: 04/2024
Last Revised: 04/2024
Last Title Change:
FLSA: non-exempt
Probation: 12 months

HOMELESS SERVICES CASE MANAGER

DEFINITION

Under general supervision, performs a broad range of difficult and complex professional case management duties for the Homeless Services Program within the Human Services Agency; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in social work or a related social or behavioral sciences field AND two years of experience performing professional case management in support of homeless or other human services programs; OR license to practice Social Work in the State of Nevada or eligibility for licensure in the State of Nevada AND two years of full-time experience performing professional social work OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

A valid driver's license may be required at the time of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Engage individuals who are currently experiencing homelessness, both unsheltered and in emergency shelters, to provide case management and referrals to services that will ultimately lead to stable, independent housing.

Provide respectful engagement to adults with histories of chronic homelessness, substance use and mental illness and develop relationships and build rapport in order to assist with finding stable, independent housing.

Provide advanced, evidence-based interventions including engagement and rapport building with hard-to-reach clients, utilizing harm reduction strategies, motivational interviewing, non-violent crisis intervention, and case management techniques effective with vulnerable populations.

Serve as resource for information regarding shelter availability, referrals, and services, and provide responses to inquiries on the telephone, via email, and in person; resolve complaints.

Prepare case reports, carefully document information, and maintain accurate case records.

Provide assistance with gathering documentation, increasing income, employment linkage, and accessing necessary primary and mental healthcare and inform Medicaid eligible or potentially eligible individuals about the benefits and availability of services provided by Medicaid.

Collaborate with team members and clients to develop individualized case plans and meet with established clients on a weekly basis to review, evaluate, and support care plan goal completion.

Maintain documentation standards as set forth by the program, Washoe County, Housing and Urban Development and the Homeless Management Information System.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/divisional practices, policies, and procedures.

Federal, state, and local laws, statutes, codes, and regulations pertaining to homelessness.

Best practices in homeless programs.

Ability to:

Operate computer software programs used by the department.

Interpret, explain, apply, and ensure compliance with the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)*

Knowledge of:

Principles and practices of case management.

Homeless outreach techniques and related resources.

Trauma Informed Care practices.

Principles and techniques of interviewing and recording social casework data.

Modern case work principles, procedures, and practices, including casework objectives and practices.

Methods and techniques of data collection and summary reporting.

Methods and techniques used in record keeping.

Ability to:

Interact effectively with a diverse group of individuals from different socioeconomic backgrounds under stressful situations in a vulnerable population.

Formulate and modify case plans in conjunction with client's needs.

Perform crisis intervention strategies.

Prepare accurate and detailed case notes.

Possess a high level of tolerance and understanding for individuals with urgent and multiple case management and health needs.

Work independently and as part of a team.

Communicate effectively both orally and in writing, tailoring the message to the intended audience.

Analyze information, identify problems, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Remain polite, tactful, and diplomatic in stressful situations.

Demonstrate initiative and judgment within established procedural guidelines.

Evaluate work priorities and procedures and to determine effectiveness and efficiency; organize work to meet schedules and deadlines.

Maintain effective working relationships with representatives of state, federal and local agencies, professional groups, departmental staff, and those contacted through the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Work is performed in a variety of environments (office, shelter, street, field, private home, clinics, etc.) and requires frequent travel to these various sites. May require periods of standing and walking with intermittent periods of sitting at a desk or table. May require hiking and walking in areas of uneven surfaces and rapid egress and ingress. Crisis intervention may require the incumbent to encounter potentially hostile or combative situations. May be required to work a non-standard workweek. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, telephone, and FAX machine.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.