



POSITION TITLE:	Case Manager (Respite)
FLSA:	Non EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	YES
CREATED DATE:	
REVISION DATE:	4/24/2024

## POSITION SUMMARY

BFS Medical Respite is a medical respite program, located on site at Brother Francis Shelter. Its operation encompasses services 24 hours a day, seven days a week, serving up to 10 patient-guests. The Respite Case Manager focuses on working with clients to become medically stable. This position provides case management and care coordination, health education, interdisciplinary collaboration, coordination, consultation, and administrative duties.

The Respite Case Manager develops custom plans as needed to support the transition of clients to the community, preventing housing instability, and transferring care to community-based services and providers.

## ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

**Mission:** We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

**Vision:** All Individuals and Families are Flourishing.

**Impact Statement:** Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

**Guiding Principles:** - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

## ABOUT OUR PROGRAM/DEPARTMENT

The Brother Francis Shelter provides services 24 hours a day, seven days a week and serves 120 male and female guests nightly in a manner that facilitates guests' feelings of safety, trust, and collaboration. The Respite Program serves 10 people and is a program within Brother Francis.

Brother Francis is part of a campus with the 3<sup>rd</sup> Avenue Resource & Navigation Center which provides Adult Homeless Services. This position provides services to individuals experiencing homelessness within the Anchorage Bowl. Please go to [Brother Francis Shelter - Catholic Social Services - Alaska \(cssalaska.org\)](https://cssalaska.org) for more information about BFS.

Thousands of people experience homelessness on any given day in Anchorage. We shelter more than 250 of these people every day. Brother Francis Shelter, Clare House, and Complex Care are more than just emergency shelters for adults and families. Case Managers work around the clock to help people transition out of homelessness and toward permanent stability.

## REQUIRED COMPETENCIES

### Competencies:

- Knowledge of social service systems and self-help intervention strategies.
- Knowledge and skills in handling substance abuse and mental health issues.
- Knowledge of public benefits and financial resources available in the community.
- Ability to successfully develop relationships utilizing motivational interviewing techniques.
- Crisis intervention and conflict resolution skills including use of motivational interviewing, harm reduction approach, and trauma-informed care.
- Knowledge of family budgeting and money management.
- Thoroughness and accuracy with data collection, entry and quality control in a web-based database.
- Patience/tolerance and tact/diplomacy.
- Knowledge of family budgeting and money management.
- Clear/firm-yet-flexible boundaries, consistent energy level and positive demeanor.
- Thoroughness and accuracy with data collection, entry and quality control in a web-based database.
- Professionalism: high level of integrity and strong ethical values show capacity to maintain highest standards of confidentiality with all records, including organizational and individual information.
- Strong oral/written communication and listening skills.
- Self-motivated and accountable for work time and other agency resources.
- Quality control: demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to improve performance.
- Well organized: able to effectively manage multiple assignments to meet project deadlines.
  - Familiar with health care systems, medical terminology, and diagnosis
  - Flexibility to work with program staff to accomplish goals and complete tasks.

### Skills:

Committed to collaboration and shared decision-making is a key part of leadership style. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Must have excellent written and oral communication skills; time management skills; ability to write clear accurate case management notes: ability to type on the computer; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications.

## RESPONSIBILITIES:

### Case Management and Care Coordination

- Conduct assessment of client's current level of self-sufficiency.
- Obtain and prepare required client information for data entry into countywide Homeless Management Information System (HMIS) database.
- Assist client with developing a service plan, to include goals and objectives, based on needs identified in self-sufficiency assessment, while facilitating choices, autonomy, self-determination of the patient-guests.
- Provide crisis intervention services focused on enhancing the clients' ability to independently problem solve, use effective coping skills, and manage and self-coordinate own care.

- Meet weekly (at a minimum) with clients to provide supportive case management services addressing barriers as needed to help clients obtain and maintain housing.
- Provide intentional case management supports that move the client from a high intensive level of service to a more independent level of service as appropriate
- Use evidence-based practices in service delivery such as Motivational Interviewing, Trauma Informed Care, Critical Time Intervention and Harm Reduction
- Focus on connecting to community resources and building skills by coordinating service provision among different providers as needed.
- Conduct ongoing risk assessments and provide appropriate interventions and/or referrals as needed.
- Coordinate service provision among different providers as needed.
- Know tenants' rights, housing subsidy process and rules, reasonable accommodations, fair housing, eviction process
- Work with community landlords.
- Complete progress notes on every contact with client or collateral contact by the next business day.
- Complete monthly statistics on case management services, provide the statistical data to the program manager
- Advocate for participants in housing referrals, specialized counseling, employment, medical and mental health services, transportation, and any other needed services.
- Maintain current knowledge of and professional working with community resource and service providers.
- Other duties as assigned.

#### **QUALIFICATIONS:**

##### **Minimum Qualifications:**

**Education / Experience:** Bachelor's degree in social services, psychology, or any relevant human services field. Two years of experience working with the homeless, and knowledge of current professional standards of case management and care coordination.

##### **Case Management I**

Minimum Education Qualification: Bachelor's Degree

Minimum Experience Qualification: Two years' relevant work experience with people experiencing homelessness. Knowledge of current professional standards of case management and care coordination.

##### **Program Manager II**

Minimum Education Qualification: Bachelor's Degree

Minimum Experience Qualification: One year's experience as a Case Manager with CSS.

##### **Program Manager III**

Minimum Education Qualification: Bachelor's Degree

Minimum Experience Qualification: Two years as Case Manager with CSS.

### **Training Requirements:**

Agency and department orientation; 1<sup>st</sup> aid/CPR; de-escalation techniques; blood borne pathogens; AKHMIS; SSI/SSDI Outreach; Access and Recovery; De-escalation Training; Trauma Informed Care; Motivational Interviewing; Attend all staff meetings and in-service training as required.

Must possess a valid driver's license and auto insurance.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

### **WORK ENVIRONMENT**

<b>Rarely = 0 to 15% of the job.</b>	<b>Occasionally = 16 to 45%.</b>	<b>Frequently = 46 to 100%.</b>
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**Work environment:** Work is performed in a homeless shelter for people experiencing homelessness. Must be able to work with occasional distractions and noise.

**Travel:** Travel occasionally within Anchorage for training or to transport clients to appointments and other activities.

Must be able to work a variety of days and hours to oversee a portion of a 24/7 operation.

**Location:** This position will report to work at Brother Francis Shelter, at 1021 E 3<sup>rd</sup> Ave, Anchorage AK 99501

_____ <i>Employee Name</i>	/	_____ <i>Employee Signature</i>	_____ <i>Date</i>
_____ <i>Supervisor Name</i>	/	_____ <i>Supervisor Signature</i>	_____ <i>Date</i>