



Front Steps – Job Description

Job Title: Best Single Source Plus Case Manager/Program Services Specialist

FLSA: Exempt (40 hours per week)

Department: Programs/Shelter Case Management

EEO Job Classification: Professional

Reports to: Shelter Programs Manager

Last Revised: August 12, 2015

Position Summary:

The primary duty of the Best Single Source Plus Case Manager/Program Services Specialist is provide housing stability services which include: case management across the continuum of housing stability services and financial resources and referrals to collaborative agencies and other community resource providers. The Best Single Source Plus Case Manager/Program Services Specialist is responsible for maintaining accurate financial assistance records, service delivery records, as well as evaluation and reporting requirements. The BSS Plus Case Manager/Program Services Specialist utilizes a range of case management and financial assistance resources to facilitate clients' housing stability; spanning from one time rent/mortgage and utility assistance, homelessness prevention strategies to rapid re-housing homelessness assistance strategies, and up to 12 months of varying intensities of case management.

Specific Duties, Functions, and Responsibilities:

- Conduct screenings and assessments of client referrals from the ARCH Shelter Case Management program, other general shelter clients for eligibility of services, and community referrals (the latter as availability allows). Screen potential participants, document presenting problems of clients, and assess clients' needs. Ensure that BSS Plus program eligibility is met and proper supporting documentation is collected. Conduct the Housing Stability Assessment at time of entry, exit and follow-ups as determined by the program.
- Maintain a caseload of at least 15 – 20 clients, ranging from one-time financial assistance to ongoing assistance (up to 12 months) as determined by the program's needs, under the supervision of the Shelter Programs Manager.
- Develop and monitor individual service plans with each client to meet basic needs to help restore and enhance social, psychological, and bio-psychological functioning. Service plans will focus on stability in the areas of income, self-care, & housing (with the general goal of housing stability).
- Work in collaboration with team members to discuss best practices for more effective service delivery to clients.
- Provide support to clients in accessing appropriate services through communication with other community partners, service providers, and other relevant agencies.
- Maintain complete and accurate records (both electronic & hardcopy records) of all client contacts via client tracking systems and complete reporting requirements mandated by the City of Austin, Front Steps, BSS Plus, and other regulatory agencies in a timely manner. Additionally, manage case data by entering client data in Homeless Management Information System (HMIS) Service Point web-based database in a timely manner.
- Obtain needed information and complete accurate, regular reports regarding client outputs and outcomes, track, meet and/or exceed all program performance measures, and assist with

program evaluation.

- Coordinate with other agency departments to ensure clients' access to shelter, programs, and resources when applicable, including but not limited to groups, financial assistance, and available donations.
- Work with Housing Locators/inspectors to facilitate housing location for clients.
- Travel locally (within Austin, TX and nearby surrounding areas) for home visits with clients and other appointments, when needed.
- Attend agency staff meetings, BSS Plus meetings/trainings, & other meetings as specified.

Other General Duties, Functions, and Responsibilities:

- Develop and facilitate support, informational classes/sessions, life skills, and/or psycho-educational group activities designed to help clients explore and resolve self-care issues that may be impacting the clients' progress towards meeting their established goals.
- Provide support services to other Front Steps Case Managers accessing the Best Single Source Program, including, but not limited to: performing regular and ongoing file audits of all clients served in the Best Single Source Plus program through Front Steps; working with Front Steps and HMIS staff to identify and address data corrections that may be needed to ensure accurate reporting in a timely manner to meet reporting deadlines; delivering/receiving documents and checks; other support services as assigned.
- Participate in inter-agency case management collaborations to share information, resources and problem-solve client challenges and barriers.
- Transport clients on an as-needed basis to medical, housing, and other appointments.
- Assist with other agency special projects as needed, including staffing special events and providing coverage for agency programs.
- Perform other duties as assigned.

Minimum Qualifications:

- Bachelor's degree in Social Work or related field. Professional experience in the field or closely related field may be considered in lieu of formal education.
- Knowledge of psychosocial theory, methods, and ethics.
- Previous or current professional experience providing case management services to homeless, formerly homeless, or closely related special needs populations.
- Ability to establish rapport, trust, and boundaries with clients.
- Ability to follow detailed instructions and work independently with a minimum of supervision.
- Strong organizational skills, with the ability to respond to deadlines in a timely manner.
- Strong computer skills, including word processing, spreadsheets, database usage, and internet.
- Reliable transportation and valid driver's license.

Preferred knowledge, skills, and abilities:

- Masters' degree in Social Work and/or LMSW.
- 2 years of professional experience working with the homeless or closely related special needs population in a case management capacity.
- Experience using a Homeless Management Information System (HMIS).
- Knowledge of local community resources.
- Bilingual (Spanish and English and/or ASL and English highly preferred).