



CLASS SPECIFICATION

Class Code: 60019078
Date Established: 01/2022
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: Exempt
Probation: 12 months

HOMELESS SERVICES CASE MANAGER SUPERVISOR

DEFINITION

Under direction, supervises and manages professional case workers in diverse social and homeless services programs for the Office of the County Manager; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in social work, sociology, psychology, criminal justice or a closely related field AND four years of full-time experience performing professional case management in the community and human services field. A master's degree from an accredited college or university social work, sociology, psychology, criminal justice, or a closely related field may substitute for one year of experience.

LICENSE OR CERTIFICATE

May require a valid driver's license required at time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision.

EXAMPLES OF DUTIES

Supervise a unit of professional staff providing training, work assignment and review, performance evaluations and employee discipline as necessary.

Identify staff training needs and develop workshops or recommend training programs to enhance the performance of staff including development of casework plans, case management and case monitoring.

Establish priorities; participate in program planning; develop recommendations and assist with development and implementation of program objectives, policies, procedures, and standards; ensure compliance with laws, regulations, statutes, policies, and changes thereto; monitor and evaluate program effectiveness.

Maintain, review and interpret program management reports including workload, budget, personnel and program data; approve special expenditures; review reports to determine if regulatory criteria is met and if report should be assigned for services/investigation.

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.

Inform Medicaid eligible or potentially eligible individuals about the benefits and availability of services provided by Medicaid.

Collaborate with team and clients to develop individual case plans.

Provide case management support including assistance with gathering documentation, increasing income, employment linkage, and accessing necessary primary and mental healthcare.

Meet with established clients on a weekly basis to review, evaluate, and support care plan goal completion.

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.

Work with staff to create an environment where services can be effectively delivered to a group of individuals from different socio-economic backgrounds.

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.

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:

Washoe County and Office of the County Manager policies and procedures.

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

Terms and acronyms commonly used in the assigned function.

Best practices in homeless programs.

Ability to:

Effectively supervise, motivate, and develop staff; evaluate the performance of assigned staff and have difficult conversations related to training or discipline in a timely manner.

Operate computer software programs used by department.

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

Knowledge of:

Principles and practices of supervision.

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.

Ability to:

Deal 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.

Evaluate program effectiveness.

Perform crisis intervention strategies.

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.

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

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.)*

Ability to sit for extended periods. Ability to frequently stand and walk. 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.