PATH OUTREACH CASE MANAGER

General Summary of Purpose of this Position:

● The Outreach Case Manager conducts street outreach to identify and support clients experiencing Homelessness by connecting them to Housing Navigation, partnering agencies, and the Missoula Coordinated Entry System (MCES). Shelter Services in our community and encampments conducting street outreach. This is a full-time (40 hours/week) position with varying schedules depending on the program's needs.

Specific Duties and Responsibilities:

● The statements describe the scope of this position's responsibility and essential functions but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other areas.
● They are listed starting with the most important. The percentage at the end of each statement estimates the percentage of time spent on each duty. This listing does not include minor duties that constitute less than 5% of the position's time unless such responsibilities are significantly critical to the position's success. Each of the duties listed below is considered an essential function of this job. (Essential functions are those functions that the employee must be able to perform unaided or with the assistance of a reasonable accommodation. Regular and predictable work schedules and attendance are considered essential functions).

Street Outreach and Case Management: (40%)

● Provides street outreach and case management to clients experiencing homelessness and living with a severely disabling mental illness
● Incorporate service navigation by generating creative ideas and identifying realistic options for safe housing with customer-directed goal-setting
● Operates independently while working with customers and staff to assess and identify a client's needs and barriers to obtaining or maintaining adequate, safe, and affordable housing
● Assess client needs to determine appropriate housing program placement and referrals; inform customers of available services; coordinate and support customer access to services and benefits.
● Provide support, intervention, and consultation to assist customers in the development of a Housing Services Plan, decision-making and planning, client participation in resource identification and mobilization
● Provide tenant counseling, education, and landlord/tenant education
● Assess for needs and assist customers in linking with other service agencies; build relationships with community-based organizations and government agencies to promote collaboration and identify resources for customers.
● Respect strict code of confidentiality regarding customers and fellow staff members at all times
● Responds appropriately to needs and crisis situations, such as mediating basic interpersonal problems between customers and summoning emergency personnel if necessary
● Provides advocacy, information, and referral services to customers
● Provide crisis intervention and risk assessment for customers.
● Utilize de-escalation skills to support customers experiencing a crisis.
● Interacts effectively with persons of diverse economic statuses, ethnic backgrounds, religious views, cultural backgrounds, and sexual orientation while treating each individual with respect & dignity.

File & Data Maintenance: (20%)
● Maintain customer files, case notes, and appropriate documentation systems
● Enter program data efficiently and accurately into required databases
● Complete required forms and data entry within the time frame specified by individual program requirements
● Prepare correspondence, interagency forms, State and Federal forms and maintain appropriate records of such
● Update waiting lists, customer files, available assistance, payment determinations, and other documentation as needed.
● Create and work on customer files and data entry to meet program compliance.
● Responsible for maintaining accurate customer records and daily logs both manually and using web-based and/or computer programs. Review past logs to remain knowledgeable and up to date on Clients
● Maintaining compliance with program requirements
● Plans and organizes work effectively and ensures its completion.
● Ability to uphold professional standards as a representative of the organization and manage case records within the agency and contract affiliate's record system following legal, procedural, and confidentiality requirements

Teamwork: (40%)
● Works as a team with other colleagues and volunteers on shift and is able to work independently without direct supervision
● Attends staff meetings and training
● Represents the organization professionally at all times
● Maintain consistent, positive communication with partner agencies assessing the quality of the program, aiming to improve wherever possible
● Demonstrates team behavior and promotes a team-oriented environment
● Maintains positive relations with volunteers, co-workers, staff from other agencies, agency funders, and the general public
● Attend staff meetings, agency-wide meetings, training, and other meetings as assigned
● Review daily staff notes to remain knowledgeable and up-to-date on clients.

Knowledge Skills and Abilities:
● Ability to effectively work and communicate with various agencies and those experiencing homelessness.
● Ability to effectively perform duties with a thorough knowledge of agency goals, objectives, projects and services
● Ability to read, interpret, and implement documents such as governmental regulations, rules, and procedure manuals
● Ability to work with minimal supervision and effectively manage workflow
● Ability to present self and organization in a positive and professional manner
● Ability to respond effectively to the most sensitive inquiries or complaints from clients or claimants
● Exhibit self-motivation, high energy level, effective organizational skills, and ability to make appropriate programmatic decisions
● Effectively disseminate information about the programs
● Demonstrate knowledge of community resources and partners
● Ability to effectively establish and maintain positive working relationships with program participants and other team members

MONTANA PATH
Projects for Assistance in Transition from Homelessness

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HOPE RESCUE MISSION
OUTREACH
Building Relationships Toward Transformation

● Ability to demonstrate a solid commitment to helping people succeed in innovative educational and training programs, re-orient their lives to produce positive behavior and self-sufficiency and enable them to make a difference in their community

The PATH Outreach Case Manager is exposed to the following unusual, potentially hazardous, or unpleasant working conditions:

● Works in a temperature-controlled office environment.
● Weekly or more frequent operation of a motor vehicle under all weather conditions.
● Weekly or more frequent exposure to angry or violent participants or volunteers.
● Monthly or less frequent exposure to risk of injuries that may result in a permanent disability or death (possibility of having a car accident).
● Occasional travel is required for training.

_____ Based on the requirements of the position, I am able to perform the essential (Initials) functions of the job without the need for reasonable accommodation.

OR

_____ Based on the requirements of the position, I am able to perform the essential (Initials) functions of the job, but will need reasonable job accommodation.

HRM Mission Values:

- **LOVE is our building block -** We love lavishly as we have been loved by choosing to do what best benefits others. **Let Love Live!**
- **HOPE is our atmosphere -** We choose to restore hope to those without and to live hope for those around us! **Let Hope Live!**
- **COMMUNICATION is our connection-** Listen effectively and speak thoughtfully. Share information, ask questions, and seek to understand. **Let Ideas Live!**
- **ETHICS defines our actions -** To be and do the right thing, with the right motive at the right time. **Let Righteousness Live!**
- **ACCOUNTABILITY is our safeguard -** We know our responsibilities, and we live up to our commitments. **Let Integrity Live!**

 By signing this, you agree to follow and abide by Hope Rescue Mission's job duties and Values.

Signature: _____Date:_____