

VOLUNTEERS OF AMERICA ALASKA
POSITION DESCRIPTION
PERMENANT SUPPORTIVE HOUSING CASE MANAGER

Position Title: PSH Case Manager
Reports To: VP of Integrated Housing and Services

Objective:

The PSH Case Manager works with transitional aged youth (ages 14- 24) with substance abuse and/or emotional and behavioral disorders to facilitate their movement towards greater self-sufficiency and successful achievement of their goals, one of which will be to obtain and maintain permanent supportive housing. The Case Manager will engage each youth in an individualized process, engaging them in their own futures planning process and provide them with developmentally-appropriate services and supports while supporting them to obtain permanent supportive housing. Family and other supports will be encouraged to actively engage in the process.

Essential Functions, Duties & Responsibilities

PSH Case Manager

- Engages youth assigned to caseload through relationship development, person-centered planning and focusing on their futures using a strength-based approach.
- Implements the TIP model to fidelity to ensure positive outcomes.
- Works primarily in the community connecting clients to resources and practicing life skill to assist them in becoming self-sufficient.
- Tailor services and supports in accordance to the TIP model and builds on strengths to enable youth to pursue their goals in the transition domains.
- Facilitates futures planning, goal setting and prevention planning for high-risk behaviors and situation to improve functioning and maintain housing placement.
- Engages and links youth to positive activities of interest.
- Acknowledges and develops personal choice and social responsibility.
- Facilitates the development and use of problem-solving and decision making skills.
- Involves the youth's parents, family members and other informal and formal key supports to create a safety net.
- Utilizes the TIP core practices to enhance the youth's competencies to assist them in achieving great self- sufficiency and confidence.
- Provides case management services in accordance to the TIP framework.
- Coordinates services with community partners and referral sources to include covenant house, probation officers, Neighbor Works, Office of Children Services representatives, other involved providers, parents and family members.
- Participates in weekly clinical supervision and case review meetings to ensure quality care and model fidelity.
- Participates in training on an initial and on-going basis.
- Participates in all supervision activities to ensure quality services and model fidelity (if applicable).
- Completes clinical documentation as mandated by agency policies, Medicaid regulations, CAREF standards and the Division of Behavioral Health grant conditions.
- Schedules treatment plan review meetings every 120 days with youth assigned to caseload.

- Maintains client confidentiality and safeguards client information per 42 C.F.R. Part 2 and HIPAA privacy and security regulations.
- Enters the minimal data set requirement into AKAIMS and works closely with the VOAAK data coordinator to ensure data accuracy and completeness.

Knowledge, Skills and Abilities

- Bachelor's Degree in the Human Services field (*preferred*) and a minimum of 2 years working with persons with severe emotional disturbances, substance use and behavioral disorders.
- Proven ability to work with diverse community groups; with a focus on Alaska Native people, knowledge of their values and belief systems and ability to provide culturally competent services.
- Ability to make sound decisions based on information available.
- Excellent writing and communication skills
- Ability to work flexible hours (including days, evenings and some weekend hours.) Ability to travel if required (must have own transportation.)

Working Conditions

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to provide and maintain adequate transportation and relevant insurance as client transportation is a requirement.
- Works in community settings. Interacts with referring agencies, resources, outside vendors.
- Works in office areas. Interacts with staff, consultants, and outside vendors. May be subjected to interruptions throughout the workday.

While performing the duties of this job the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to lift up to 25 pounds. The vision requirement includes close vision.