



JOB DESCRIPTION

**Bishop Tribal Council
Bishop, California**

<u>Position:</u>	Case Manager
<u>Department:</u>	Social Services
<u>Program:</u>	The Healing Project: Transitional Housing Program for the Recovering Community
<u>Supervised by:</u>	Social Services Director and/or designee.
<u>Pay Range:</u>	T-7 \$18.54-\$25.96/Hr (28,922.40 – 40,497.60) DOQ
<u>FLSA:</u>	Full-Time (30 hours per week), Non-Exempt, Grant-Funded

Position Summary: The Healing Project is an initiative to shelter the most vulnerable individuals who have substance use disorders and are experiencing homelessness by providing them with transitional housing, resources needed to ensure their health and wellbeing, and facilitate a pathway for permanent housing. The role of the Case Manager is to assist the Project Coordinator with continuation of care for residents of The Healing Project and as a Healing Project team-member, the Case Manager will work to create a safe and welcoming environment that meets the immediate needs of the residents. The Case Manager is responsible for the recruitment and acceptance of resident referrals, providing daily case management for residents participating in The Healing Project. The Case Manager is responsible to ensure high-quality services are provided to residents and each resident receives ongoing support and resources for continued positive health and wellbeing. This position reports directly to the Social Services Director and/or designee.

Duties and Responsibilities:

- Customer oriented in delivering excellent service to both internal and external customers in a friendly, courteous, and professional manner.
- Assists applicants with program applications, conducts program intakes and assists with the completion of other paperwork related to transitional housing needs in conjunction with advocates.
- Responsible for the case management of each resident by providing participants with regular contact and communication, referral, and resource support to supporting internal and external agencies, coordination of support services and long-term self-sufficiency plan development.
- Find and secure housing agreements within our 90-mile service area for rentals and/or temporary housing units to be used to sublet to participants for transitional housing.
- Encourage self-sufficiency by providing resources from the community such as locating supportive service opportunities, housing programs, employment assistance, mental health and/or substance abuse treatment, and educational programs.
- Transports participants as needed to support mental health and/or substance abuse treatment, employment, education, cultural engagement, etc.
- Participates in admitting new clients into COSSAP from referring agencies, reviews records, & treatment plans for clients.

- Prepares Discharge by reviewing clients' goals and permanent housing plan, able to coordinate discharge with other COSSAP staff.
- Monitors cases by verifying client's attendance to appointments with partnering agencies. (i.e. attendance to therapy, MAT, and groups.)
- Collects and submits reports to Direct Supervisor for project productivity and deliverables.
- Participates in regular staff and planning meetings for development and maintenance of onsite, socially distanced programs, services, and activities.
- Attend regular meetings to ensure service coordination and networking with other agencies through participation in periodic meetings with service agencies, program managers, and other groups or task forces as appropriate.
- Soliciting feedback from participants on the effectiveness of the transitional housing program and making necessary adjustments.
- Engage and work with community partners.
- Ensure timely, accurate and comprehensive reporting for grant reporting purposes.
- Understands the programs and resources within the Bishop Paiute Tribe and outside agencies.
- Maintains strictest confidentiality on participants' identities, backgrounds, circumstances, program performance, mental and physical health diagnoses, and medications always; except with parties with whom we have a signed and current release of information.
- Communicates well in both speech and writing.
- Other duties as assigned.

Supervisor Responsibilities: None

Education and Experience:

- Associates Degree in Human Services-related field and/or (1) year experience in Social Services or related field; Bachelor's degree Preferred.
- Experience working with a high-risk, vulnerable, recovering population preferred.
- Experience working with California Indian Tribes in the areas of Social Services desired.

Other Requirements:

- Must demonstrate basic knowledge of the unique sovereign status of Indian Tribes and respect for Paiute culture.
- Must have the ability to work with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity.
- Knowledge of strength-based and trauma-informed care preferred.
- Ability to exercise initiative, judgment, flexibility, and work independently.
- Must be personable and polite with ability to use discretion and good judgment in dealing with tribal members and general public in the performance of duties.
- Impeccable written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person, and over the phone.
- Ability to listen and develop rapport and relate well with community partners.

- Ability to maintain confidentiality of sensitive information.
- Shall comply with the Drug-Free Workplace Policy and a Criminal Background Investigation.
- Must have and maintain a valid California Driver's License and to be insurable under the Tribe's existing automobile insurance policy. DMV printout required with application.
- Must comply with the COVID-19 Vaccination Policy.

Signatures

This job description has been approved by all levels of management:

Manager: _____

HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee: _____ *Date:* _____

Indian Preference:

Native American Indian preference shall apply pursuant to the Bishop Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self-Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.