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Ritter Center Case Manager for Re-Entry & Disability Advocacy Position Announcement

Ritter Center is currently recruiting for a **Case Manager for Re-Entry & Disability Advocacy**. This is a **full-time, non-exempt** position reporting to the **Case Management Program Supervisor**. This role is based in **San Rafael, CA** operating out of **Ritter Center's Main Campus**. Please find full job description below.

Position Description:

This is a professional level position requiring a high level of responsibility, knowledge and ability in coordinating and providing services to clients with complex needs. A good fit for this position is a highly organized and detail-oriented person with a background in social services. The disability advocacy piece of this role necessitates a familiarity with both chronic and physical health conditions as well as mental health issues as they relate to Social Security Disability Benefits. This position facilitates fast-tracked disability applications, for homeless and precariously housed populations, into the Social Security Administration. Under supervision, close collaboration with community partners is a necessity in order to identify potential candidates for this program while actively meeting with drop-ins and referrals to assess eligibility for SSI/SSDI applications.

The Re-Entry scope of work involves screenings, assessments and treatment plans for in-custody homeless or at-risk individuals in an effort to significantly reduce the recidivism rate of individuals being contacted while in custody. An active re-entry caseload is typically 20 individuals every month, each of whom requires an up-to-date re-entry plan and regular check-ins post-incarceration. This position collaborates closely with jail staff, Public Defenders, the District Attorney, Probation Officers, staff from Marin County HHS and law enforcement agencies. Collaborating with these agencies enables participating clients to receive assistance in obtaining needed supportive services such as legal aid, mental health services, primary medical care, educational or vocational counseling, substance abuse counseling, access to treatment programs and the ability to maintain benefits through entitlement programs. Other responsibilities include ensuring accurate data entry and record maintenance in the Homeless Management Information System (HMIS), screening for eligibility, preparation of reports and tracking outcomes to ensure client goals are being met.

Job Duties and Responsibilities:

- Request and gather medical reports and documentation for SSI referrals from community healthcare providers and hospitals, while evaluating eligibility criteria for RISE program versus general SSI advocacy.
- Collaborate with Ritter clinical staff to identify recipients of General Assistance (GA) who are appropriate for RISE.
- Make recommendations and secure referrals for additional evaluative testing and treatment.
- Ensure and track all client referrals and attendance at scheduled appointments providing client support (e.g. transportation) and encouragement (e.g. identifying barriers to completing appointment) as needed.
- Participate in weekly meeting with Marin County HHS to review potential RISE candidates.
- Prepare individuals for one-on-one interviews on RISE days with staff from the local Social Security office.
- Work collaboratively at every stage with in-custody staff, community providers and government contacts to help maintain stability, promote recovery and/or mental and health care supports.
- Meet with in-custody inmates prior to release from jail to coordinate on timing, assets and risk factors upon release and closely monitor client during the first 7 days post-incarceration.
- Create a reentry plan based on the individual's goals and all available information, this will be reviewed and updated regularly with enrolled clients to continue supporting them in their re-entry goals.



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- Encourage and coordinate pre-release and post-release activities including but not limited to treatment, access to volunteers or family and any other community ties.
- Meet with multidisciplinary team twice a month at the jail to review cases and assess efficacy of therapeutic interventions, crisis management and to work effectively as a team collaborating efforts around high needs individuals.

Qualifications:

- Understanding of social services with proficiency in assessments, interviewing and tracking case plans.
- Experience with mental health and co-occurring substance abuse disorder treatment modalities.
- Knowledge of community resources for adults in Marin County, CA preferred.
- Capacity to communicate clearly and remain calm with individuals in crisis.
- Experience with Social Security disability enrollment or SOAR (SSI/SSDI Outreach, Access and Recovery) model preferred.
- Skill in interacting dynamically and relating well with homeless, mentally ill, disabled and terminally ill populations.
- Skill in assessing needs and developing appropriate treatment plans; analyzing problematic situations and taking decisive action and establishing and maintaining effective working relationships with clients.
- Skill in interpreting social services programs to applicants and participants; effectively using and seeking out appropriate resources and services.
- Skill in applying existing rules, regulations and policies; working constructively within a community setting with a community consultation panel.
- Skill in working cooperatively with Marin County Jail staff, the Social Security Administration, outside agencies, and the public.
- Skill in communicating effectively both verbally and in written form including effective use of interviewing techniques.
- Skill in working effectively with people with varying backgrounds, educational levels, races and cultures.
- Skill in operating standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones.
- Skill in establishing and maintaining effective working relationships with those contacted in the course of the work.
- Equivalent of a four-year degree from an accredited college or university in sociology, psychology, counseling or a closely-related field and three years of experience in a mental health, social services or a community services organization. Significant experience may be considered as a substitute for education.
- Experience working with chronically homeless populations is preferred.
- Master's Degrees in a related field may be substituted for work-related experience.
- Must possess a valid California class C driver's license and have a satisfactory driving record.

Responsibilities of all Ritter Center Employees:

1. Demonstrates a clear understanding of the mission, purpose and philosophy of Ritter Center.
2. Places needs of the patient first at all times. Care management and service delivery are developed with the goals of the patient's healing and support in mind.
3. Adheres to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity and honesty.
4. Takes initiative and responsibility for decisions as an individual. Communicates information effectively both verbally and in writing.



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5. Maintains confidentiality of all agency and patient related information. Protects patient rights as defined in the patient Bill of Rights.

Physical Demands:

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to sit for long periods of time, talk, hear, write, operate a keyboard, have the visual acuity to read small print and view a computer monitor, reach to the top of a five drawer filing cabinet and lift boxes of no more than 30 lbs. The employee is required to interact with clients, volunteers and visitors both indoors and outdoors.

Work Environment:

The work environment characteristics described here are representative of those of a social services agency. Ritter Center's facilities are smoke-free.

Employment Practices:

Ritter Center is an Equal Opportunity institution and does not discriminate against any person in employment or in admission, treatment, or participation in its programs and benefits on the basis of race, color, national origin, creed, ability to speak English, disability, sex, age or marital status.

ADDITIONAL BENEFITS:

The Ritter Center is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical insurance with choice of plans, dental insurance, life insurance, disability benefits, flexible spending accounts, a 401K savings account, and an Employee Assistance Program. Additionally, the Ritter Center pays 100% of the employee premium for the medical, dental, and life insurance plans. Additional ancillary benefits are added each year as appropriate.

TO APPLY:

Please email your current resume, as well as a cover letter to Cereza Barber at Cereza@rittercenter.org before July 16th, 2018.

This posting can also be found on [Craigslist](#) and [Indeed](#).