



Connecting the pieces for health, home and community.

Ritter Center is currently recruiting for a **Lead Whole Person Care Housing Case Manager**. This is a **full-time, non-exempt position** reporting to the **Whole Person Care Program Director**. **This role is based in San Rafael, CA operating out of our Administrative 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 while supervising the work of a dynamic team of Case Managers. A good fit for this position is able to think on their feet and quickly assess the needs of chronically homeless people with the help of a multidisciplinary team. The WPC Housing Team Lead provides case management, counseling and advocacy services to individuals and families who are extremely low-income with a variety of barriers to permanent housing which may include mental illness, chronic illness and physical disabilities. This position maintains a small caseload of 7-10 individuals or families while supervising 3-4 housing case managers.

Under supervision from the Director of Case Management, the Housing Team Lead will work closely with the Housing Case Managers to develop care plans and ensure best practices are being used to deliver services with a Housing First approach. This position will also help to ensure that the team is providing flexible supportive services to program participants to assist in securing housing in the community and coordinating health care needs and have the opportunity to model this work with the team out in the field. Other responsibilities include outreach, mental health assessments, screening for eligibility, development of comprehensive care plans, preparation of reports and clinical case notes for WPC reimbursement. Through the coordination of services and partnerships with local agencies, participating clients will receive help in obtaining needed supportive services such as mental health services, In-Home Support Services, educational or vocational counseling, assistance to maintain benefits through Medi-Cal, SSI and any other entitlement or benefit programs they may qualify for.

Job Duties and Responsibilities:

- Attend daily morning Triage meetings while acting as a leader and assuming a supportive role for other team members
- Provide time for weekly supervision with each Housing Case Manager being supervised by this position
- Maintain and strengthen existing partnerships with community providers and local landlords
- Engage and work with chronically homeless individuals and families with severe and persistent mental illness, physical disabilities and/or a history of substance use, a history of chronic homelessness, and/or terminal illness.
- Interview clients while using clinical skills to evaluate and determine the extent of social service needs for each individual client.
- Conduct assessments with individuals to determine their psychiatric and psychological needs. Monitor health issues, making appropriate medical referrals and coordinating medical care as needed.
- Function as a part of an inter-agency multidisciplinary team; making referrals to other community resources for services and coordinating services with other social services and support agencies.
- Contact public social welfare and mental health agencies to obtain and provide information to program participants.



Connecting the pieces for health, home and community.

- Act as an advocate for the client. Assisting participants with locating appropriate housing, assisting with the move-in process, helping participants obtain needed household items and other tasks that help participants maintain a supportive housing environment.
- Provide mediation and advocacy for participant between landlord and surrounding community members.
- Provide assistance with daily living tasks such as money management, shopping and cooking as needed while assessing for needed assistance with Activities of Daily Living.
- Work with participants to obtain and maintain entitlements; develops ongoing consultation with participants' family members, case managers and other care providers; makes timely referrals to supportive services and intervenes to avert crises.
- Coordinate and provides flexible support services and skills training to participants once they are housed, with the objective of helping them to stay housed and to achieve the goals set forth in their coordinated case plan.
- Assist the CE Coordinator and Outreach Team with outreach activities towards eligible homeless persons.
- Write reports and performs daily WPC charting and billing; collects data for the purposes of program administration and monitoring. Meets with clients at a minimum of three times a month.
- Prepare and maintains casework records, court and other evaluative reports and relevant correspondence; maintain accurate case notes and related records and files.
- Create comprehensive care plans for each client and inputs into WPC database
- Perform other related work as assigned.

Qualifications:

Knowledge of:

- Current issues regarding independent living with support services for special needs populations.
- Familiarity with Housing First and Harm Reduction concepts
- Understanding of Motivational Interviewing and techniques in engaging homeless and/or dually diagnosed.
- Principles, procedures, techniques, trends and literature of the social service and mental health fields; assessments, interviewing, and recording and tracking case plans.
- Public assistance and social service programs and the role and function of public housing and social services agencies as well as basic principles of public assistance policies and programs.
- Concepts of social work and case notes that involve meticulous record keeping which includes computer applications related to the work.
- Goals and current trends of subsidized housing and participants; techniques for dealing with individuals from a variety of socio-economic, ethnic and cultural backgrounds and those who may have physical and/or emotional problems.

Skill In:

- Interacting dynamically and relating well with colleagues and acting as a leader in homeless, mentally ill, disabled and terminally ill populations.
- Assessing needs and developing appropriate treatment plans; analyzing problematic situations and taking decisive action and establishing and maintaining effective working relationships with clients.
- Interpreting social services programs to applicants and participants; effectively using and seeking out appropriate resources and services.



Connecting the pieces for health, home and community.

- Applying existing rules, regulations and policies; working constructively within a community setting with a community consultation panel.
- Working cooperatively with Housing Authority staff, Jail staff, court systems and other outside agencies as well as the general public.
- Communicating effectively both verbally and in written form including effective use of interviewing techniques.
- Working effectively with people with varying backgrounds, educational levels, races and cultures.
- Operating standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Experience with activities related to the management of a small team and supervising clinicians responsible for the delivery of high quality social services.
- 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.
- 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.
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.



Connecting the pieces for health, home and community.

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 Colin McDonnell at colin@rittercenter.org

Please, if you have any general questions about careers with Ritter Center, contact us at: careers@rittercenter.org.