



JOB DESCRIPTION

Job Title: Outreach Case Manager I <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT	FLSA Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Department: Matt Talbot Outreach Program	Reports to: Director of Behavioral Health Services
Date/Revised: April 2021	Competitive Salary & Benefits Package (FT Employees)

Position Summary: The Matt Talbot Outreach Program is a specialized outreach initiative that looks to reduce or eliminate homelessness and engage individuals with substance use disorders into treatment.

The Matt Talbot Outreach Case Manager position includes a large outreach component, canvassing the Miami-Dade County area, as well as hospitals and crisis units, locating those who are homeless with substance use issues and developing trust-built relationships with these individuals. Screening and intake, along with linking to mainstream resources are an important part of this position. Data entry into HMIS (Homeless Management Information System) is mandatory. Solid documentation skills will also be essential, as the Outreach Case Manager will be assisting the Matt Talbot Program participants in pursuing entitlements and housing needs. Networking with other agencies and stakeholders to offer unified and collaborative efforts to service homeless individuals and assist in the recovery process is also a component of this position.

The ideal candidate will be familiar and comfortable with homeless individuals and street culture and will demonstrate an ability to establish trusting, hopeful relationships with these individuals.

- Qualifications Required:**
- Ability to understand and practice the mission of Camillus House.
 - Bachelor’s Degree in Social Work or Mental Health, or related field; any appropriate combination of education, experience and/or certification will be considered.
 - A minimum of 2 years experience in the same or similar job role is preferred.
 - Proficiency in oral and written English required; Spanish preferred additional languages a plus (i.e. Creole).
 - Skills: Proficiency in computer (Word, Excel, other data collecting programs).
 - Successful completion of Toxicology test and of a Level 2 Background Screening.
 - Valid FL Driver License with clean driving record.

- Qualifications Preferred:**
- Culturally sensitive to the social, psychological and healthcare needs of the vulnerable populations serviced.
 - Strong organizational, interpersonal and communication skills to meet deadlines and handle multiple tasks.
 - Demonstrates a high level of productivity while remaining calm and effective under pressure.
 - A self-starter with demonstrated ability to work independently, as well as, with multidisciplinary teams and co-workers.
 - Ability to maintain a high level of poise and professionalism in all circumstances.

- Responsibilities:**
- Commitment to the Values and Mission of the Brothers of St. John of God as witnessed through Camillus House and Health in serving the needs of the underserved populations.

Hospitality: Create an environment where people can feel welcomed, comfortable, understood, esteemed and loved.

Respect: Recognize the richness of God’s gifts and His presence in every person regardless of age, situation in life, culture or religion.

Spirituality: Nurture a brighter, happier and richer life in time of suffering and struggle; empowering confidence in living with joy.

Quality: Work toward creating centers of excellence; fostering continuous improvement.

Healing: Respond to the need of the whole person – body, mind and spirit; energizing new hope.

Responsibility: Encourage cooperation as a way of promoting standards of competency, efficiency and accountability as we carry out our duties in the Mission.

- Participates in development and implementation of a consistent outreach schedule in the Miami-Dade County area to provide homeless outreach efforts which include engaging homeless persons to establish trust-based relationships and educate them in housing and substance use recovery resources.
- Assesses for eligibility of case management services - Conducts immediate intake and assessments for homeless individuals during outreach to determine eligibility, short term and long-term housing and supportive service needs. Provide referrals as applicable to alternate programs if the applicant is not eligible for internal programs and provide resources as necessary.
- Assesses and re-assesses the need for services; clinical and psychosocial.
- Plans client care in collaboration with all members of the multi-disciplinary team.
- Provides linkages and support to program participants as they pursue mental health services through the community mental health system.
- Assists program participants in gathering documentation necessary to compile Social Security applications in accordance with SOAR.
- Initializes contact with client within 24 hours of case being assigned to case manager.
- Provides assistance to locate mainstream and community resources in obtaining benefits, birth certificates, Social Security cards and other important documents necessary for housing and supportive services.
- Assists in efforts to secure housing and supportive services for Matt Talbot Program participant by utilizing existing resources within the county.
- Provides consultation to consumers and supportive service providers to develop housing goals and interventions in the person-centered planning process.
- Provides housing related case management on an ongoing basis for program participants, working with consumers and landlords to establish positive professional relationships.
- Participates in community-based activities when appropriate such as Point-In-Time Count.
- Collect and input data into local HMIS to provide statistics regarding Matt Talbot Program applicants and participants, as well as documentation of all contacts, assistance and services provided. Information will be entered in a timely manner to insure accuracy of all reports/demographics at any given time.
- Other duties and projects as assigned.

Work Environment:

The noise level of the work environment can range from low to moderate. The physical demands and 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.

Physical Requirements:

While performing the duties of this job, the employee may need to sit, stand, walk, lift, reach, kneel, push/pull, bend/stoop, climb, crawl/crouch, repetitive motions. The employee may be required on occasion to lift and/or carry up to 20 lbs.

Work Schedule:

Ability to work a flexible work schedule, if needed.
 Ability to assist in Camillus House' two (2) annual fundraisers (i.e. Gala and The Auction).

I have read and understand the requirements and expectations of this job description.

Employee Name (Print) _____

Employee Signature: _____ Date: _____

Camillus House is an Equal Opportunity Employer