

JOB DESCRIPTION

Intake Case Manager

POSITION TYPE: Case Manager – Full Time Non-Exempt

DESCRIPTION: The Intake Case Manager is responsible for establishing a professional and supportive “first contact” for people entering the Access Center, conducting initial screenings for services, and providing case management support to Access Center staff.

REPORTS TO: Director of Programs

Duties and Responsibilities:

- Answer phones and direct all calls appropriately, including providing resource referrals to other agencies/services;
- Greet clients and others upon arrival and provide general information on programs;
- Ensure the waiting area is clean and welcoming;
- Collect basic information from clients to begin a case file;
- Verify and update all client information and enter it into the client case file and HMIS;
- Monitor and ensure availability of all case management forms and office supplies;
- Conduct initial intake and needs assessment interview with all clients;
- Evaluate client histories, arrange case consultations, make recommendations to case managers regarding client eligibility;
- In concert with primary case managers - facilitate coordination of all case management objectives;
- Maintain accurate documentation of service objectives and outcomes as well as other services in accordance with Federal, State, County and PATH ACHIEVE Glendale guidelines;
- Oversee the client Mail Distribution process, accepting mail, sorting mail and ensuring clients who receive mail adhere to the Mail Distribution policies;
- Develop and coordinate shelter and other resources among peers;
- Actively participate in staff meetings and trainings;
- Assist case managers in maintaining related administrative record keeping and reporting systems;
- Prepare case management related reports including but not limited to: outcomes, successes, etc;
- Adheres to strict boundaries and professional ethics in the care of others;
- Conducts crisis intervention as needed.

Qualifications and Requirements for this Position:

- 2 year degree in human services or comparable combination of education/work related experience preferred;
- Experience in social service setting with working knowledge of case management systems and planning techniques;
- Knowledge of intake procedures and the Continuum of Care for homeless persons;
- Experience working with homeless individuals and families a plus;
- Must be proficient in the following computer applications: Microsoft Word and Excel;
- Must be insurable and provide own transportation for work related travel as necessary;
- Bilingual (Spanish/English) highly desirable.