Job Description

Job Title: Flex-Site Senior Case Manager
Location: Staten Island, NY or Bronx, NY
FLSA Status: Full Time, Non-Exempt
Classification: Administrative Support Worker
Department: Beacon of Hope House  Program/Contract: Congregate or Apartment Programs
Reports to: Program Director or Manager

Supervisory Responsibilities: Yes ☐  No ☒

Summary: The Flex-Site Senior Case Manager may be assigned to different programs in the borough of their assignment for varying periods of time. The Flex-Site Senior Case Manager is responsible for helping residents learn community life skills appropriate to their needs as recorded in their comprehensive service plan so that they may live as independently as possible. The Flex-Site Senior Case Manager may also provide assistance with office oversight and support to all other program staff.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Apartment Programs

- Provide case management for clients as assigned. Work with residents to attain skills of daily living, i.e. grooming, dressing, meal planning and preparation, budgeting, shopping, and recreational skills.
- Act as liaison for all other services needed by the resident and specified in the comprehensive service plan, which includes scheduling, follow up, collaboration, referral or any other process necessitated by the client’s service plan. Services include, but are not limited to: medical, psychiatric, dental, entitlement benefits, day programs, pharmaceutical, travel, emergency, financial, and legal.
- Integrate care of residents with other Beacon of Hope staff as well as with other service providers.
- Make multiple visits per month to assigned clients in their home and/or other location as agreed upon with the client and by the Program’s Manager.
- Perform ongoing environmental assessments of clients’ apartments to ensure residents’ safety and to remain in compliance with program standards. Report safety concerns to the Program Manager.
- Assist with general maintenance as needed (e.g., light bulb replacement, bedbug preparation for extermination, replacement of smoke/CO2 detector battery).
- Establish, maintain, and document collateral contacts with the residents’ friends, family and providers.
- Escort clients to various appointments- medical, psychiatric, Social Security Administration, Public Assistance, and Emergency Rooms, as necessary.
- Provide crisis intervention with the assistance of the NYPD, Mobile Crisis, and/or EMS.
• Perform work in accordance with the New York State Office of Mental Health applicable regulations and/or guidelines, as well as Catholic Charities Community Services, and Beacon of Hope’s Policies and Procedures.
• Use AWARDS system to input progress notes within 24 hours of meeting with a client, update chart contents consistent with all Policies and Procedures, complete Service Plans and all other documentation on time, and create work orders for apartment repairs.
• Attend meetings, trainings, seminars workshops and conferences as required and assigned.
• Work with the program’s Director and Beacon of Hope Administrators to monitor ongoing work.
• Coordinate office activities with the Administrative Assistant and Case Managers.
• Provide general oversight of office operations by monitoring on-site activities.
• Support Case Managers in their work with residents through ongoing communication.
• Make field visits with Case Managers to provide additional support.
• Assist with training new program staff.

Congregate Programs
• Maintain the environment safely and securely, including monitoring surveillance cameras and conducting hourly building walk-throughs to assess the physical environment, and ensure the well-being of all.
• Document significant building activities and events in the Communication Logbook.
• Perform light maintenance and housekeeping skills, such as picking up or emptying garbage, mopping up spills, shoveling snow, etc.
• Ensure all visitors provide identification and sign in the Visitor Log.
• Assess and respond to resident situations, including the utilization of de-escalation techniques.
• Report crises, untoward incidents, and emergencies immediately to the Manager that is on-site or on-call. Document such events in the program log, incident reports, and on appropriate forms in a timely manner.
• Distribute and medication in accordance with Beacon of Hope Policy and Procedures.
• Distribute meals to residents and assists with the clean-up of the kitchen and dining room.
• Facilitate various therapeutic recreational programs for residents including individual activities and groups.
• Conduct monthly fire drills.
• Remain on site until relief staff arrive.

General
• Adhere to personnel and residential policies and procedures as outlined in the CCCS Personnel Policies and Procedures Manual and BOH Policies and Procedures Manual, respectively.

**Position Type and Expected Hours of Work:**

This is a full-time position. Work hours are generally between 9:00 A.M and 5:00 P.M, Monday through Friday. In the event of a client emergency, work hours may vary.

**Working conditions and physical demands required:**
The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- During placements in apartment programs, the ability to travel on Staten Island or in the Bronx to residents’ apartments at least 80% of the time using various modes of transportation, traversing streets, ascending/descending stairs, with exposure to outside weather conditions.
- Traverse neighborhoods that may require a high level of alertness and awareness of surroundings.
- Remain in a stationary position at a workstation and use a computer approximately 20% of the time.
- During placements in congregate programs, standing and stationary positions will be about 50% each.
- Assess and work in varied environmental conditions and potentially stressful conditions.
- Work with clients who require consistent and comprehensive support.
- Assist clients in daily living tasks such as cooking, cleaning, packing, laundering, etc. requiring moving, transporting, positioning, using cooking utensils, and/or positioning objects.
- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.
- Good manual dexterity to operate computers.

Qualifications

Education and/or experience required:

- Bachelor’s Degree with two years Case Management experience, preferably with individuals with serious mental illness, or
- High School Diploma or its equivalent with five years of Case Management experience with individuals with serious mental illness.

Skills, Licenses, and/or competencies required:

- New York State Driver’s License, where necessary
- Good judgment, strong customer services skills, and express thoughts clearly and concisely both verbally and in writing. Work proactively, problem solve, and think critically and strategically.
- Ability to effectively manage time, work cooperatively and patiently with others, work well independently and as part of a team, and handle multiple tasks and shift between responsibilities.
- Ability to keep program’s Director or Manager well-informed.
- Ability to remain calm and focused in emergency situations, effectively respond to crises, and manage and minimize agency risk, work effectively with others and demonstrate conflict resolution skills appropriately assess and respond to situations, including ability to de-escalate residents.
- Ability to effectively use Foothold AWARDS and Microsoft Word.