

**POSITION DESCRIPTION****HOUSING STABILIZATION CASE MANAGER**

Housing  
Center for Adult Rehabilitative Services  
Region Ten Community Services Board

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CLASSIFICATION TITLE: Case Manager

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The Housing Stabilization Case Manager position is funded by the Department for Behavioral Health and Developmental Services (DBHDS), and has the responsibility for providing case management services to chronically homeless adults who are participants in the Permanent Supportive Housing (PSH) rental assistance program as administered by Region Ten CSB. Participants enrolled in PSH have a primary diagnosis of serious mental illness, intellectual disability, trauma, PTSD and/or substance use disorder. The needs of this population include maintaining and accessing safe and stable housing, accessing medical and psychiatric care and services, obtaining legal documents, enhancing independent living skills, transitioning from the homeless community into housing, undergoing service needs assessment, advocacy, consultation and education. This is a grant funded position. Length of position is depended on life of the grant.

The Housing Stabilization Case Manager reports to the Program Manager of Housing and is expected to function with initiative and independent judgment, based on application of standard practices and with guidance from the supervisor. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

The essential functions of this job are starred below (\*) under "Major duties."

MAJOR DUTIES:

1. \*Provide direct, hands-on case management services that promote housing stability to chronically homeless individuals.
2. \*Provide support services to individuals with co-occurring or substance use disorders.
3. \*Work collaboratively with other Region Ten case managers, treatment providers and various care providers within the Thomas Jefferson Area, including shelters, probation officers, Adult/Child Protective Services, medical providers and others.
4. \*Work collaboratively with private landlords while understanding and respecting the clients' rights and responsibilities.
5. \*Link individuals directly to services and supports as needed.
6. \*Enhancing community integration through increased opportunities for community access and involvement and creating opportunities to enhance community living skills to promote community adjustment including, to the maximum extent possible, the use of local community resources available to the general public.
7. \*Making collateral contacts with the individual's significant others with properly authorized releases to promote implementation of the individual's individualized services plan.
8. \*Assessing needs and planning services to include developing a case management individualized service plan.
9. \*Linking the individual to those community supports that are likely to promote the personal habilitative/rehabilitative and life goals of the individual as developed in the individualized service plan (ISP).
10. \*Assisting the individual directly to locate, develop or obtain needed services, housing, resources and appropriate public benefits.
11. \*Training in or reinforcement of functional skills and appropriate behavior related to clients' health and safety, activities of daily living, and use of community resources.
12. \*Assisting with medication education, illness education and medication management.
13. \*Assuring the coordination of services and service planning within a provider agency, with other providers and with other human service agencies and systems, such as local health and social services departments.
14. \*Monitoring service delivery through contacts with individuals receiving services, service providers and periodic site and home visits to assess the quality of care and satisfaction of the individual.
15. \*Provide follow up instruction, education and counseling to guide the individual and develop a supportive relationship that promotes the individualized services plan.
16. \*Advocating for individuals in response to their changing needs, based on changes in the plan.
17. \*Developing a crisis plan for an individual that includes the individual's preferences regarding treatment in an emergency situation.
18. \*Planning for transitions in individuals' lives, including loss of housing, shelter placement and incarceration.
19. \*Knowing and monitoring the individual's health status, any medical conditions, and his medications and potential side effects, and assisting the individual in accessing primary care.
20. \*Maintain complete and current consumer records and other required reports, service reporting and documentation in compliance with agency, state and federal standards, as well as requirements by The Virginia Department of Housing and Community Development (DHCD) and the Virginia Department of Behavioral Health and Developmental Services (DBHDS).
21. \*Reads all agency communication (i.e., Ten, Region Ten's Newsletter, e-mail, etc.)

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22. \*Other duties as assigned by the supervisor in keeping with the general requirements of the position.
23. \*Valid Driver's License and own transportation which is safe and can be used for work related travel.
24. \*Able to perform CPR and First Aid when a situation requires these activities.

### QUALIFICATIONS:

Must have Bachelor's degree in related field is required and QMHP certification is preferred. To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. In addition, the incumbent needs to possess the following knowledge, skills, and abilities:

#### Knowledge of:

1. Services and systems available in the community including primary health care, support services, eligibility criteria, intake processes, and generic community resources.
2. The nature of serious mental illness, intellectual disability and/or substance abuse depending on the population served, including clinical and developmental issues.
3. Treatment modalities and intervention techniques, such as motivational interviewing, behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning, and service coordination.
4. Different types of assessments, including functional assessment, and their uses in service planning.
5. Consumers' rights.
6. Local community resources and service delivery systems, including support services (e.g., housing, financial, social welfare, dental, educational, transportation, communications, recreation, vocational, legal/advocacy), eligibility criteria and intake processes, termination criteria and procedures, and generic community resources (e.g., churches, clubs, self-help groups).
7. Effective oral, written and interpersonal communication principles and techniques.
8. General principles of record documentation.
9. The service planning process including, but not limited to, the Recovery and Person Centered Planning models, as well as major components of a service plan.

#### Skills in:

1. Interviewing.
2. Negotiating with consumers and service providers.
3. Observing, recording and reporting on an individual's functioning.
4. Identifying and documenting a consumer's needs for resources, services, and other supports.
5. Using information from assessments, evaluations, observation and interviews to develop service plans.
6. Identifying services within community and established service system to meet the individual's needs.
7. Promote goal attainment
8. Coordinating the provision of services by diverse public and private providers.
9. Identifying community resources and organizations and coordinating resources and activities.
10. Using assessment tools (e.g., level of function scale, life profile scale).

#### Abilities to:

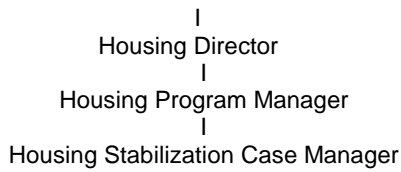
1. Be persistent and remain objective
2. Work as a team member, maintaining effective inter and intra-agency working relationships.
3. Demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk-taking, respecting consumers' and families' privacy, and believing consumers are valuable members of society).
4. Work independently performing position duties under general supervision.
5. Feel comfortable with and respectful towards chronically homeless individuals.
6. Communicate effectively, verbally, and in writing.
7. Establish and maintain ongoing supportive relationships.

### CLINICAL PROVIDER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Clinical Provider Performance Evaluation Standards.

POSITION LOCATION:     Region Ten Community Services Board  
                                      500 Old Lynchburg Road  
                                      Charlottesville, VA 22903

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GRADE: 9

SCHEDULE: 40 Hours/week. Flexible hours between Monday through Friday, 8:30 a.m. to 5:00 p.m.

Position Description Updated: November 8, 2022

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

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Signature

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Name Printed

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Date