

# LT. COL. MATT URBAN HUMAN SERVICES CENTER OF WNY

## JOB DESCRIPTION

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<b>JOB DESCRIPTION TITLE:</b>	<b>Help Buffalo Case Manager</b>
<b>Supervisor:</b>	Help Buffalo I & II
<b>Location:</b>	384 Broadway, Buffalo NY 14204   Residential Site
<b>Education Requirements:</b>	Bachelor's Degree in Social Work, Human Services, Counseling and/or equivalent relevant experience and/or case management
<b>Work Experience Requirement:</b>	2+ years of experience working with vulnerable populations such as persons with a past or present of homelessness, chronic illness, mental illness, disability status, or chemical dependence

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### Summary of responsibilities:

- Know and understand the HELP Buffalo model with inclusion of the definition of the homeless and veteran (if applicable) population and how to document/verify. Familiarize with other programs available within Lt. Col. Matt Urban Human Services Center of WNY.
- Perform thorough assessment of all clients including social history, number of past hospitalizations, treatment histories for mental illness and chemical addictions), homeless history and homeless preferences (where did they live, what services did they utilize while homeless), a detailed housing history.
- Evaluate independent living skills (ADLS) and work with client to foster maximum client self-sufficiency.
- Complete, maintain and encourage Independent Services Plan(s) (ISP). This includes working towards client goals, updating and tracking progress at least every six months depending on goal(s).
- Understanding client confidentiality laws. Release of information to be renewed annually
- Assess and promote ongoing linkage to medical and applicable community support services.
- Conduct and document thorough home visit once per month and one other contact. The other contact can be by phone, in passing or otherwise.
- Strict maintenance and upkeep of both paper and electronic client files, records, reports, case notes, and activity logs etc.
- Audit knowledge and preparation.
- Use HMIS/BAS-Net as the primary data entry for all client records including impairment scales, mainstream resources secured, treatment, job/volunteer activities, etc.
- Facilitate programs, workshops/"fun shops", and small service fairs creatively to engage residents.
- Participate in appropriate trainings, meetings, and Veterans/Homeless Services Continuums.
- Maintain a working knowledge of the mental health and human service system in Erie County in order to provide appropriate referral and linkage for clients serve. Attend meetings/trainings.
- Prepare reports, case notes and all relative documents timely.
- Meet with Supervisor once per week for supervision. Attend monthly Permanent Supportive Housing meeting.
- Limited travel. Mileage reimbursement available.
- Must work well in a teamwork environment.
- Abide by all policies & procedures of the Lt. Col. Matt Urban Human Services Center of WNY and Help USA
- Represent Lt. Col. Matt Urban Human Services Center of WNY appropriately in the community