



Heluna Health / San Francisco Homeless Outreach Team (SFHOT)

JOB DESCRIPTION

Job Title:	Case Management Level 2
Program Name & #:	San Francisco Homeless Outreach Team (SFHOT), 0288
Location:	San Francisco, CA
Position Status:	Full-Time, Non-Exempt
Travel Required:	Regular travel within San Francisco
Reports to:	Clinical, Operational, or Outreach Supervisor
Last Updated:	December 28, 2018

SUMMARY

The San Francisco Homeless Outreach Team (SFHOT) works collaboratively in small teams to engage and stabilize individuals experiencing homelessness, to help establish treatment, and to find permanent housing.

Case Management Level 2 is a mid-level position on the case management team. A Case Management Level 2 manages their caseload, as well as supports the functions of HOT as a whole. The work schedule is Monday-Friday, 8am-4:30pm. Schedule is set by management.

ESSENTIAL FUNCTIONS

- Conduct outreach by assignment throughout the City and outlying neighborhoods to people experiencing homelessness.
- Work at HOT's Officer-on-Duty desk as needed - answering phone calls, addressing in-person client needs, and supporting collaborating with other services offered at 50 Ivy (Street Medicine clinic, CPP payee, Tom Waddell Urgent Care).
- Engage individuals and assess needs (eg, medical, mental health, substance use, shelter, food access, benefits, and other issues). Follow up with clients to support linkage, as needed.
- Perform wellness checks, assess risk, provide support, and referrals for needed services. This may include crisis intervention, engaging emergency medical or mental health systems, or mandated reporting.
- Advocate and collaborate with service providers to facilitate access to care with the goal of stabilization.
- Maintain a minimum caseload of 15-20 clients that present with complex medical and/or behavioral issues, develop treatment plans, initiate referrals and linkages, and stabilize into permanent housing. Develop engagement strategies and interventions.

- Respond to requests from city agencies (the Mayor's Office, Board of Supervisors, SFPD, SFFD, HSH), merchants, community groups, and citizens to help individuals found at-risk in places not meant for human habitation.
- Work collaboratively as part of a dynamic and diverse team, which includes clear communication, flexibility, and humility.
- Work in close collaboration with the DPH Street Medicine Team to link people experiencing homelessness to transitional primary care.
- Provide targeted outreach to High Users of Multiple Systems (HUMS) who frequent emergency services, but are not connected to stabilizing care. Refer clients to appropriate services.
- Maintain professional and positive relationships with other service providers, community groups, and the neighborhood.
- Utilize and participate in clinical supervision, both group and individual, to discuss client care, service delivery, and clinical and professional development.
- Use assigned communication devices to appropriately and professionally communicate with team members and other service providers.
- Use web-based technologies to look up information and collateral data relevant to service delivery.
- Maintain timely and accurate documentation according to program requirements.
- Use company provided vehicles to transport and visit clients in an appropriate and professional manner. Maintain a clean driving record.
- Adhere to the Code of Conduct as well as established policies and procedures.
- Attend all mandatory trainings and meetings.
- Provide leadership on case management with entry-level case management staff.
- Work with Training Coordinator and leadership to help train new staff by allowing them to shadow your work, explaining tasks, teaching SF resources, and enforcing best practices. This includes charting and documentation.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

TARGET EXPERIENCE: Direct experience working in a professional, volunteer, or other relevant capacity with people experiencing homelessness or individuals with complex medical and/or behavioral health concerns.

All areas of study meet qualifications. The following majors are preferred: Social Work, Human Services, Psychology, Counseling, Sociology, Anthropology, Ethnic Studies, Public Policy, Public Health, or a related field.

1. High School degree or equivalent plus 3 years or more with TARGET EXPERIENCE, *or*
2. Specialty Certificate related to the populations served (e.g., Community Health Worker, Medical Assistant, Drug and Alcohol/CADAC, Peer Counselor) *and* 2 years with TARGET EXPERIENCE; *or*
3. AA/AS degree, *and* 1 year or more with TARGET EXPERIENCE; *or*

4. BA/BS degree from an accredited 4-year College or University, *or*
5. Completion of an EMT-B (Emergency Technician/ Basic) or EMT-P (Emergency Technician/ Paramedic) Training Program; *or*
6. Completion of a U.S. Military Corpsman Training Program; *or*
7. Possession of or qualify for licensing as a Psychiatric Technician.
8. **(Internal Only)** More than 1 year working for SF HOT, while meeting performance, skill, and competency expectations, based on feedback given in supervision and as indicated in the annual performance evaluation. Capacity to perform multiple roles and responsibilities (eg, ability to float between OD and case manager).

AND

1. Valid California driver's license and no history of major moving violations, including DUIs, during the past 5 years.
2. Intermediate level of knowledge of the client population and their complex needs including homelessness, financial instability, medical and psychiatric illnesses, and substance abuse.
3. Ability to work well with diverse staff and clientele including cultural, language, sexual identity, gender, and other diversity considerations within all neighborhoods in San Francisco.
4. Ability to work successfully both independently and cooperatively.
5. Ability to speak, read, and write clearly in English.
6. Intermediate level of competency using the Internet, Outlook email, and Microsoft Word computer applications as well as ability and willingness to learn necessary programs needed for everyday job function.
7. Ability to use computers/internet to look up information and enter relevant notes.
8. CPR and first aid certification within 90 days of hire.

PREFERRED QUALIFICATIONS

1. Speak languages other than English
2. Previous experience or training in street outreach and case management.
3. Knowledge of San Francisco neighborhoods and community resources.
4. Knowledge of the San Francisco Health Provider network.

PHYSICAL DEMANDS

1. Must be in good physical condition and capable of performing job duties requiring frequent use of the entire body including ability to stand, walk, climb stairs, sit, drive for extended periods of time, exit and enter vehicles throughout your work shift.
2. Ability to use a computer, phone or office equipment for extended periods of time.
3. Ability to successfully and efficiently complete tasks in an environment where background noise is present and interruptions may be constant.
4. Must be able to lift a minimum of 35 lbs.
5. With instruction, the ability to assist persons with disabilities and to help transfer a 180 lb person and lift wheel chair in and out of a car or van.

Stand	Constantly
Walk	Constantly
Sit	Frequently
Handling / Fingering	Constantly
Reach Outward	Occasionally
Reach Above Shoulder	Occasionally
Climb, Crawl, Kneel, Bend	Occasionally
Lift / Carry	Occasionally - Up to 50 lbs
Push/Pull	Occasionally - Up to 50 lbs
Talk/ Hear	Constantly
See	Constantly
Taste/ Smell	Not Applicable

Not Applicable	Not required for essential functions
Occasionally	(0 - 2 hrs/day)

Employee Name: _____
(Please print)

Employee Signature: _____ Date: _____