

ADP TOTALSOURCE / ALLIES IN HOPE. JOB DESCRIPTION
JOB TITLE: LIFE SKILLS CASE MANAGER

Reports to: Program Coordinator/Supervisor
Department: Housing and Supportive Services

Status: Regular/Full Time/Exempt
Date: 2026-27

SUMMARY: Responsible for the successful integration of client's into the housing program to ensure expected outcomes regarding, linkage to care, to needed social services in a timely and coordinated manner utilizing public, private, and community resources to decrease service gaps and remove barriers for individuals living with disabilities and/or HIV. The LS/Case Manager utilizes the assessments and professional discretion to help individual develop a service plan, to help individuals manage their potential barriers, and empowers participants to increase their skills and/or income, promote greater self-determination, and maintain stable housing. The LSCM is responsible for ensuring individuals in the housing programs are living at a level of hygiene and cleanliness to maximize their health. Additionally, the LS/Case Manager (LSCM) is responsible for building appropriate documentation, through multiple databases, case notes, case review (with other LSCMs) to develop the required on-going and complete assessment and plan to support the individual's success.

CORE COMPETENCIES: **Ethical**-Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values. **Leadership**-Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others; gives appropriate recognition to others. **Professionalism**-Approaches others in a tactful manner; reacts well under pressure; treats other with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments. **Initiative**-Volunteers readily; undertake self-development activities; seeks increased responsibilities; takes advantage of opportunities; asks for and offers help when needed. **Interpersonal/Communication Skills**-Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to new things; manages difficult or emotional situations; responds timely to client needs; solicits feedback to improve service; meets commitments. **Oral Communication** -Speaks professionally in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings. **Written Communication** -Writes clearly and informatively; edits work for spelling and grammar; varies style to meet needs; presents numerical data effectively; able to read and interpret written information. **Problem solving**-Identifies and resolves problems in a timely manner; works well in-group problem solving situations; uses reason when dealing with emotional topics. **Judgment**-Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

CASE MANAGER FOR THE FOLLOWING PROGRAMS AND/OR SERVICES.

☐ Project A Friendly Haven – Manages a client load at a housing program located throughout Houston. Travel required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

DUTIES AND TASKS

Planning and Implementation

1. Prioritizes and plans work; uses time efficiently; plans for additional resources; sets goals and objectives.
2. Create position, program, department, and agency plan, as assigned.
3. Utilize position and knowledge to add to the development of case management and group services.
4. Read and implement the agency Strategic, Annual and Departmental plans.
5. Use calendar to schedule work duties, meetings, and planning activities.

Client Services

1. Responsible for the successful implementation, monitoring, evaluating and adapting of a service plan as necessary for low-income individuals with HIV/AIDS and/or other disabilities who demonstrate multiple medical and psychosocial needs.
2. Creates and maintains accurate, complete client records and inputs into appropriate databases.
3. Conduct a psychosocial assessment on each client within three (3) business days prior to the client moving into housing.
4. Develop a service plan with program a participant that includes educational materials, social services information, referrals, linkage, and access to appropriate community resources.

5. Identify and connect clients to appropriate self-help and support groups as indicated or needed. Assist clients who are on treatment plans and /or behavioral contracts to adhere to the conditions of those plans and contracts to maintain stable housing.
6. Ensure medical adherence of all HIV+ individuals, including prevention and PrEP education.
7. Teach and monitor daily living skills; this includes, but is not limited to, teaching and assistance in medical adherence for healthy living as directed by physician, grocery shopping, utilizing public transportation, maintaining self-care, gaining work skills, volunteering and employment opportunities, etc.
8. Conducts individual and group trainings on life skills; facilitates psycho-educational interactive discussion groups that focus on self/ family management issues which include, but are not limited to, stress management, communication skills, problem solving, and conflict resolution using evidence based curriculum.
9. Develops with the client effective household management plan that includes but is not limited to managing household duties, relationship with landlord and other tenants, basic cleaning and organization skills to ensure successful housing placement.
10. Use volunteers and interns to provide services.
11. Act as a mentor to assist clients who are able to and want to seek employment by equipping clients with tools that will help them become gainfully employed (Resume writing, job fairs, employment seminars, referrals to job service centers and providing job leads).
12. Act as an advocate for clients to secure needed services and financial enhancement opportunities (such as employment) or entitled benefits.
13. Accompany clients to appointments that connect them to community resources and services and/or employment opportunities.

Program Compliance Expectations

1. Implement policies, best practices, guidance, standards to create framework for effective case management services.
2. Implement department programming and selected service model.
3. Understand and implements program /department organizational development to increase efficacy, better services, and outcomes.
4. Use and ensure the compliance of all protocols as required by funding sources.
5. Complete and submit timely and accurate documentation; financial/program paperwork, forms, letters, surveys, reports, meeting notes, and all other required correspondence, ensuring it is according to departmental standards.
6. Knowledge of general office practices and procedures and uses them effectively to streamline work.
7. Report to the program supervisor on the overall successes and issues regarding program.
8. Through the Quality Management Program look for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Agency Compliance

1. Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
2. Follow instructions; takes responsibility for own actions; keeps commitments; commits to complete additional work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
3. Read, understand, and follow AIH Policies and Procedures.
4. Maintain appropriate levels of documents regarding files, reports, correspondence, personnel, and financial paperwork.
5. Understand and meet the expected client outcomes.
6. Attend meetings as scheduled.
7. Communicate proactively and professionally with peers and stakeholders through phone and emails.
8. Follow all regulatory requirements for reporting suspected abuse or neglect.

Stakeholder Interactions/Relationships

1. Form professional relationships with all stakeholders - clients, target populations, donors, volunteers, interns, vendors, and community partners.
2. Ability to be culturally and linguistically competent in serving the needs of diverse clientele including but not limited to all racial, minority, and ethnic groups, substance abusers, homeless, gay/lesbian, bi-sexual, transsexual, and transgender populations.
3. Provide professional level presentations to internal and outside groups on homelessness, housing and HIV and AIH services.

Team Relationships

1. Balances team and individual responsibilities; exhibits objectivity and openness to others' views.
2. Gives and welcomes feedback.
3. Act respectfully and supportively towards other team members efforts.
4. Work as a highly cooperative member of the AIH staff and volunteers to accomplish agency and departmental goals.
5. Accept responsibility and willingness to be accountable by not blaming others for work product or issues.

EDUCATION AND/OR EXPERIENCE

Level of Education: Bachelor's Degree in a social science field strongly preferred. BSW degree preferred. Areas of study include social work, psychology, public administration, healthcare, and/or public health. Community Health Worker certification preferred.

Work Experience: With the minimum of a Bachelor's degree, one year of case management experience. With less than a bachelor's requires three years of experience in social services with a record of producing results. Data entry, report writing and compliance experience preferred.

Additional Requirements: NA

Computer Skills

To perform this job successfully, an individual should have basic proficiency in database software; Internet software; Spreadsheet software and Word Processing software. Knowledge and experience in database development and/or data management, preferably in a nonprofit setting.

Language Skills

Ability to read and write at a professional level: to read, analyze, and interpret and implement general business documents, professional journals, technical procedures, or governmental regulations and write reports, business correspondence, and procedure manuals. Ability to gather data, analyze information and interpret information to build useful and required reports or presentations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to adapt a budget into a tracking form and understands the basics of a budget.

Reasoning Ability

Ability to prioritize multiple tasks by using reasoning to determine priorities. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or listen. The employee is frequently required to sit. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

1. Ability to perform routine bending/stooping while filing and performing office/outreach duties.
2. Ability to perform routine twisting/reaching while working at computer/desk and performing office/outreach duties.
3. Ability to perform routine walking/standing during course of day and while performing office/outreach duties.
4. Ability to hear and speak well enough to converse over telephone and while performing education and outreach duties 100% of the time.
5. Ability to see well enough to use computer efficiently and read computer reports and correspondence 100% of the time.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Print Name

Signature

Date