

### **Position Description:**

**Mental Health Resource Center**, a comprehensive mental health center and Joint Commission accredited organization, is seeking a **Non-Congregate Shelter Case Manager-Homeless Services** to join its programs serving the homeless in the Jacksonville Area.

The Non-Congregate Shelter Case Manager works closely with homeless individuals. Non-Congregate Shelter Case Manager completes assessments, provides supportive services and coordinates appropriate referrals. Intensive case management services are provided to homeless individuals who have been admitted to the COVID-19 Hotel Program.

Some of the responsibilities of the position include but are not limited to:

- Screens applicants residing in temporary hotels, conducts assessments, identifies needs, and makes referrals to community agencies.
- Links individuals to appropriate community resources and services.
- Assesses eligibility for housing programs and develops housing plans for individuals exiting the hotel program. Monitors progress and guides individuals through plan for stable housing. Assists with collection of documents needed for identified housing plan.
- Coordinates contact with or transition to other mental health, substance abuse, homeless or residential programs and services.
- Coordinates with SOAR Processors to assist with addressing financial needs.
- Coordinates with case managers and agencies to ensure a smooth transition of services once the individual is discharged from the hotel program.
- Provides supportive services in accordance with program guidelines and requirements
- Attends regularly scheduled staffing to ensure services are coordinated among providers and to facilitate discharges from the hotel program.
- Participates in educating the community on the issue of homelessness, advocates for accessibility of community services and attends community meetings regarding housing and other homeless issues for individuals and families.
- Serves as an advocate, assuring individual's rights as delineated in State and Federal Regulations.
- Provides transportation to individuals as needed.
- Assesses and monitors for risk, symptoms of trauma, and indications of abuse and neglect. Uses appropriate reporting mechanisms.
- Assures the accuracy, completeness and confidentiality of records.

### **Position Requirements:**

In order to be considered candidates must have a Bachelor's degree in mental health or human services related field required **or** a High School diploma and two years of experience working with the homeless population or individuals with chronic mental illness and/or substance abuse history required.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including individuals served, families, caregivers, community service providers, supervisory staff and other department professionals.

Must meet Frequent Drivers requirements, including a valid Florida driver's license, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

Proficiency in Microsoft Office, Outlook and use of the Internet are required.

**Position Details:**

This is a Full Time Days position: Monday through Friday, 7:30am to 4:00pm. This position will also provide evening coverage as needed to meet the needs of individuals served in the program.

***This full time position offers a comprehensive benefits package.***