

HUMAN SERVICES, INC.

SOAR•PATHH• Rental Assistance Program •Housing Initiative Program
West Chester Area Information and Referral• Critical Time Intervention

Position Description

CTI Specialist

Pay Status: Exempt

Position Title: Critical Time Intervention (CTI) Specialist

Position Summary

The fieldworker position is a supervised, full-time, exempt position that provides case management services to a maximum caseload of 15 select Chester County consumers who meet the criteria of the CTI Program. This position requires outreach and office-based services. This involves providing people-first, strengths-based, blended case management.

Work Hours

9:00 am – 5:00 p.m., or other configurations of a seven and one-half workday in order to provide 8:00 am to 8:00 p.m. coverage.

Reports To

CTI Coordinator

Position Location

Field: Chester County

Office: Human Services, Inc.

330 W. Market Street

West Chester, PA 19382

Mission of the CTI Program

The mission of the Critical Time Intervention (CTI) Program is to reduce recurrent homelessness by providing supportive services such as case management, mentoring, and advocacy to individuals with severe mental illness, substance use disorder, or both, living in Chester County.

The CTI Program is an evidence-based, time-limited program with a strengths-based focus on recovery, resiliency, and stability.

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Duties/Responsibilities

The following provides examples of the essential functions of the position; this is not an exhaustive list of assigned duties and responsibilities.

- Assess and evaluate new consumers when assigned caseload. Services will be delivered in the housing community, the home, and the community, including street and shelter outreach.
- In a participatory approach with consumers, establish both formal and informal linkages and supports within their community.
- Work in collaboration with other CTI specialists, in a team approach, to share consumer information, insights, and suggestions.
- Complete Consumer Service Plan (CSP) every three (3) months in coordination with Phase transitions or as needed, with emphasis on consumer strengths and needs.
- Establish and maintain empathetic, non-judgmental relationships with consumers.
- Participate in CTI Team meetings, County homeless meetings, and all other appropriate internal and external meetings and trainings.
- Participate in required individual supervision with the CTI Coordinator.
- Make routine home visits and accompany consumers in the community.
- Gain access to services with assertive and creative attempts to help consumers obtain resources that are needed. This includes strong role as a consumer advocate.
- Mediate and advocate on the consumer's behalf to help them obtain and maintain housing, health care, benefits, entitlements, transportation, and other needed resources.
- Monitor service delivery by maintaining regular contact with consumers and service providers/programs involved with the consumer.
- Collaborate with other specialists and Coordinator in order to achieve Program goals and objectives; maintain highest of standards while contributing to the evaluation and enhancement of the Program.
- Complete progress notes and other required documentation in a timely manner.
- Complete and submit weekly data report to Coordinator.
- Complete training modules as per proscribed schedules.
- Complete other related duties, as assigned.

Minimum Qualification Requirements

- A Master's degree or Bachelor's degree in social work, counseling, psychology, or other social service related field.
- Have a thorough knowledge of recovery and wellness philosophy.
- Have a working knowledge of issues faced by those who experience serious mental illness and homelessness.
- Must possess the ability to communicate effectively both orally and in writing.

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By signing below, I acknowledge that I have received a copy of the CTI Fieldworker Position Description.

Employee, Print Name

CTI Coordinator, Print Name

Employee, Signature

CTI Coordinator, Signature

Date

Date

9.1.15