Job Title: Permanent Supportive Housing (Case Manager I)
Department: Residential Services
Reports To: Residential Coordinator

FLSA Status: Full-Time
Employment Status: Non-Exempt
Location: Varies By Need

Position Summary: The Permanent Supportive Housing Case Manager I provides case management services to adults with serious mental illness enrolled in the Permanent Supportive Housing Program. This position assists individuals in accessing behavioral health treatment, housing resources, medical services, benefits, and community supports needed to promote recovery, independence, housing stability, and successful community integration. The Case Manager works collaboratively with consumers, families, community partners, and service providers to coordinate care and support individuals in achieving their treatment and recovery goals.

Minimum Qualifications: Bachelor's degree in Social Work, Psychology, Human Services, Sociology, Counseling, or another related social science field required. Must possess a valid Alabama driver's license, maintain an acceptable driving record, and maintain personal automobile liability insurance in accordance with agency requirements. Successful candidates must complete and maintain Alabama Department of Mental Health-approved Case Management training and any additional required certifications. Strong communication, organizational, documentation, and interpersonal skills are required, along with the ability to work independently and effectively collaborate with consumers, families, community partners, and multidisciplinary treatment teams.

Essential Duties and Responsibilities:

- Provide case management services to individuals enrolled in the Permanent Supportive Housing Program.
- Complete initial contact with referred individuals within required program timeframes.
- Conduct assessments to identify consumer strengths, needs, barriers, and service priorities.
- Develop, implement, monitor, and update individualized service plans based on identified needs and treatment goals.
- Coordinate access to behavioral health treatment, medical services, housing resources, transportation, benefits, and other community supports.
- Provide direct case management services including service linkage, advocacy, crisis intervention, service coordination, needs assessments, home-based services, transportation, and transportation management.
- Assist individuals in obtaining and maintaining safe, stable, and affordable housing.
- Monitor consumer progress and complete ongoing service evaluations and reassessments in accordance with Alabama Department of Mental Health standards and agency requirements.
- Serve as a liaison with hospitals, state institutions, probate offices, housing providers, social service agencies, and other community organizations to coordinate services and facilitate referrals.
- Provide crisis intervention services and respond to emergencies as needed while ensuring consumer safety and welfare.
- Ensure the safety and well-being of consumers during transportation and community-based services.
- Maintain timely, accurate, and complete clinical, administrative, and statistical documentation in accordance with agency policies, Alabama Department of Mental Health standards, and applicable regulations.
- Meet established productivity, documentation, and performance expectations, including monthly billable service requirements.
- Provide consultation, education, and resource information to community agencies, consumers, families, and the general public.
- Participate in community outreach and consultation activities as assigned.
- Attend and actively participate in supervision, staff meetings, trainings, quality improvement activities, and professional development opportunities.
- Maintain professional and ethical standards and effective working relationships with consumers, coworkers, support staff, referral sources, and community partners.
- Perform other duties as assigned by the supervisor.

Knowledge, Skills, and Abilities:

- Knowledge of case management principles and community behavioral health services.
- Knowledge of serious mental illness, recovery-oriented services, and supportive housing principles.
- Knowledge of community resources, entitlement programs, and housing systems.
- Ability to assess consumer needs and coordinate services across multiple systems.
- Ability to establish and maintain productive working relationships with consumers, families, service providers, and community partners.
- Strong communication, advocacy, organizational, and documentation skills.
- Ability to manage multiple priorities while maintaining attention to detail.
- Ability to exercise sound judgment and professional decision-making.
- Proficiency in electronic health records and standard office software applications.

Physical Requirements:

- Ability to sit, stand, walk, bend, reach, and perform routine office activities.
- Ability to travel throughout the service area and provide services in community and residential settings.
- Ability to safely operate a motor vehicle.
- Ability to communicate effectively in person, by telephone, and through written communication.
- Ability to perform duties in office, residential, community, healthcare, and other service settings.

Acknowledgement:

I acknowledge that I have received and reviewed this job description and understand the duties, responsibilities, and expectations of this position. I understand that this description provides a general overview of the position and is not intended to include every duty or responsibility that may be assigned. I further understand that this job description is not an employment contract or disciplinary document and that additional duties may be assigned as needed. Central Alabama Wellness is an equal opportunity employer and does not discriminate on the basis of any protected status under applicable law.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____