



ICMS Case Manager Job Description

Job Title:	ICMS Case Manager
Job Category:	Social Services
Primary Location:	Los Angeles 90007
Department:	Housing & Support Services
Reports To:	Manager of Housing Based Support Services
Direct Reports:	None
Seniority Level:	Associate
FLSA Status:	Non-Exempt
Job Type:	Full Time
Travel:	No

ABOUT CRCD

CRCD's mission is to better sustain, coordinate, and improve local planning, development, and community services that address the needs of low-income and working-class residents and small business in South LA. CRCD is committed to being a diverse and inclusive workforce that promotes equity in everything we do.

POSITION SUMMARY

Under the direction of the Manager of Housing Based Support Services, the ICMS Case Manager will be responsible for providing coordinated Case Management and Supportive Services for formerly homeless individuals diagnosed with special needs. The ICMS Case Manager will deliver services on-site to tenants who reside at our newly developed multi-unit permanent supportive housing complex. The Case Manager will also help link clients to services which include but not limited to life skills workshops, money management, educational attainment, access to health services, counseling, job training and placement opportunities and resident activity coordination

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Work with each tenant to conduct an initial housing intake and needs assessment
2. Assist tenants in determining personal goals and plans to achieve such goals through the development of the Individual Service Plan (ISP)
3. Work with any pre-existing conditions and/or obstacles for clients to facilitate all housing related processes being completed in a timely fashion.
4. Conduct a minimum of two face-to-face contacts with each tenant monthly
5. Conduct quarterly meetings with each tenant to discuss tenant's progress and accomplishments as evidenced by Individualized Stability Plans
6. Act as a liaison among the Property Manager, the property management company, the tenant, and the primary mental health provider to facilitate the communication of concerns that could jeopardize the tenant's residency



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7. Provide information and instruction to clients regarding Fair Housing, tenant rights and responsibilities, observation of rental agreement and property rules
8. Act as a liaison and coordinate linkage to services with numerous public social service agencies and community providers, assist in achieving and sustaining independence: employment and education/ training activities, money management counseling and legal and benefits counseling
9. Assist clients in obtaining rental assistance: move-in/eviction prevention services
10. Address tenant grievances, mediate resident disputes and resolve any issues with property management that might affect the client's tenancy
11. Enforce housing rules in collaboration with property management
12. Work with Resident Services Coordinator to develop workshop opportunities on relevant topics including housekeeping, money management, parenting, daily living skills (including transportation, training in self-advocacy/community accessibility) needed to maintain housing and achieve independence
13. Data collection/entry into DHS CHAMP's database to document client progress, assemble reports and evaluate program
14. Organization and management of client files
15. Monitor status of tenants who have moved into housing and prepare tenants who are deemed ready to transition to mainstream non-supportive housing
16. Comply with the directives as it relates to necessary documentation and reporting requirements as per the service contract
17. Compile and submit monthly progress reports to track the tenants' residency status and the supportive services which have been provided to them
18. Uphold CRCD's Mission Statement and 5 Year Strategic Plan

MINIMUM QUALIFICATIONS

1. 1-2 years of experience or related work and BA Degree
1. Experience working with youth experiencing homelessness and housing instability, and/or experience in foster care, probation, mental health systems.
2. Reliable, flexible team player who works well with minimal supervision, who has a good work ethic, and an ability to set and maintain personal boundaries.
3. Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate.
4. Proficient in Microsoft Office suite required.

WORK ENVIRONMENT

1. On occasion walk or drive to different local sites throughout the day.
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment.
4. May necessitate working in busy and loud environments.



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5. May be exposed to elements like cold, heat, dust, noise, and odor.
6. Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
7. This is not a work-from-home position.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

1. Encompass a “do whatever it takes approach” to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.
6. Demonstrate respect and courtesy toward others.
7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor and or executive team.*

BENEFITS

- Dental, Vision, Medical Benefits: CRCD is in the top 10% for excellent employee benefits for non-profit organizations. CRCD offers 80% employee paid and 60% dependent paid medical
- 401K eligibility to participate from day one and up to 3% matching after one year
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
- Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
- Pet insurance, Legal/ID Theft
- Generous work/life balance
- 13 Paid Holidays

CRCD is a mandatory vaccination employer for COVID-19 and its variants. COVID-19 vaccination is mandatory for employment. As such, all CRCD employees must be fully vaccinated against COVID-19, including new hires. All new hires must provide proof of vaccination on or before their start date; alternatively, new hires may request a medical or religious exemption on or before their start date. If a new hire requires a medical or religious exemption, CRCD will engage in the interactive process with the new hire; a new hire cannot begin working for CRCD until the medical or religious exemption application has been approved. Similarly, if a new hire is not yet vaccinated, CRCD will delay the start date until the new hire can provide proof of vaccination or approval of a medical or religious exemption application.



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All candidates are subject to a criminal history check and meet CRCD's criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213) 743-6193

ACKNOWLEDGEMENT

Employee Incumbent Name

Employee Signature

Date

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