



St. Francis Center (SFC), a ministry of the Episcopal Diocese of Colorado, was established in June 1983. SFC is a refuge for individuals who are homeless in the metro Denver area, providing shelter along with services that enable people to meet their basic needs for daily survival and to transition out of homelessness.

St. Francis Center's programs and services are tailored toward adults and focus on daytime shelter, social services, health and wellness, housing, employment, and outreach. At SFC, guests* have the opportunity to work with a variety of specialists, depending on their individual needs, which is often the first step toward transformation and ultimately self-sufficiency.

* SFC staff and volunteers refer to those we serve as "guests" because of our strong commitment to hospitality; welcoming everyone and treating each person with dignity and respect.

JOB POSTING – CLINICAL CASE MANAGER 3

<p>POSITION TITLE: Clinical Case Manager 3</p> <p>PRIMARY LOCATION: 1001 Park Ave West, Denver</p> <p>REPORTS TO: Director of Housing, Cornerstone Residences</p> <p>DATE: July, 2021</p>	<p><input type="checkbox"/> EXEMPT <input checked="" type="checkbox"/> NON-EXEMPT</p> <p><input checked="" type="checkbox"/> FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/> ON-CALL</p> <p><input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY</p>
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POSITION OVERVIEW

The Clinical Case Manager 3 works closely with residents at the Cornerstone Residences. The team provides clinical case management and mental health assessment and treatment for 15-23 previously homeless housing residents in independent living apartments who have a history of trauma, and live with chronic mental illness, chronic health conditions, physical disability and/or history of substance abuse.

PRIMARY RESPONSIBILITIES (Other duties may be assigned)

- Provide clinical case management and mental health assessment and treatment for 15 – 23 previously homeless housing residents in independent living apartments who have a history of trauma, and live with chronic mental illness, chronic health conditions, physical disability and/or history of substance abuse.
 - Manage a case load of higher acuity, more complex residents
 - Use the M1 Hold for a mental health crisis, when needed
- Develop and carry out appropriate individualized treatment plans based on identified goals, and maintain timely, accurate resident records and departmental documentation.
- Establish supportive and effective relationships, by listening with care, treating residents with respect and dignity, and responding to each individual's unique needs, while maintaining clear professional boundaries and confidentiality.
- Work with people from a variety of racial, cultural, social and economic backgrounds with various lifestyles, sexual orientations, ages, genders and disability status including current or past substance use and mental health challenges.

- Collaborate and advocate on behalf of resident needs across many systems including medical, mental health, legal, educational, employment, public benefits and community service providers.
- Additional client centered duties include ongoing meetings with residents, crisis intervention, securing benefits and resources, providing transportation, problem solving, medication management/monitoring (if needed), conflict management and de-escalation, budgeting/money management
- Where applicable, bill for clinical services
- Provide clinical supervision and consultation for team, interns (and possibly other CMs within agency)
- Provide training/skill sharing with team and within agency, when requested
- Demonstrate leadership within the agency through participation on committees and in other areas
- Become an expert/primary contact with one related agency provider for SFC housing (i.e. - with MHCD, SS, DHS, DPD, MDHI, etc.) SFA ONLY
- Cornerstone and Seniors: Apply knowledge of senior population and appropriately intervene with a seniors across a range of service needs.
- Collaboration with property management.
- Planning and engaging in activities and community building with residents.
- Cover shifts in the Day Center as needed.
- Minor site maintenance and housekeeping duties, as needed
- Support to coworkers with escalating client situations.

EDUCATION AND EXPERIENCE (MINIMUM REQUIREMENTS)

- LCSW, LPC, LAC
- Five or more years of relevant experience and demonstrated competency assisting people living in poverty or who have experienced homelessness; demonstrated leadership with previous employer or in the community. Cornerstone and Senior Housing require demonstrated knowledge and experience in supporting high senior populations.

SKILLS AND COMPETENCIES

- Knowledge of strengths based, person centered approach, Housing First principals, Trauma Informed Practices, crisis intervention, brief and long term mental health therapy modalities, motivational interviewing, and the principles of harm reduction. Cornerstone and Senior Housing require knowledge and expertise in working with a complex senior population.
- Understanding of and experience with addressing the impact of trauma, chronic medical and mental health conditions, disabilities, and aging
- Understanding of the DSM-5 and ICD-10 Codes.
- Strong verbal and written communication skills.
- Excellent computer skills including Microsoft Office suite; HMIS
- Mature, positive attitude, initiative, and ability to work independently and as part of team.
- Demonstrated efforts in professional development and positive response to feedback and clinical supervision

PHYSICAL/MENTAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk, hear, taste or smell. Specific vision abilities required by this job include close vision, distance vision,

color vision, peripheral vision, depth perception and ability to adjust focus. Ability to lift and/or move up to 30 pounds. Ability to drive the minibus or willingness to learn required.

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.

- Will work with individuals in groups in a variety of community settings, will see individuals in their homes 1 on 1 and in office. While generally peaceful this too carries the risk of unpredictable behavior.
- While performing the duties of this job the employee is regularly exposed to outdoor weather conditions.
- Other hazards may involve exposure to occasional loud noise, exposure to illness or unsanitary hygiene, and exposure to common household chemicals.
- There will be a variety of people within the shelter and office at any time of varying personalities and backgrounds. Additionally, while the environment is generally peaceful, some individuals who enter the Day Center can exhibit erratic, unpredictable, and even at times violent behavior. All staff are trained in how to handle situations in a way that promotes the safety of other staff, volunteers, and guests.

COMPENSATION AND BENEFITS

\$44,000 to \$52,000 Annual Salary (Based upon Experience)

This is a full-time, non-exempt position.

The position is eligible for a robust benefits package including:

- Employer-paid health insurance with an HRA plan
- Employer-paid dental insurance
- Employer-paid life insurance after 1 year of employment
- Robust pension plan after 1 year (5% plus a dollar-for-dollar match of contributions up to 4% of earnings)
- Generous Employer-paid sick/vacation leave

TO APPLY

Qualified persons may apply by sending a cover letter, résumé, and three professional references to Anne@sfcdenver.org. Résumés without a cover letter will not be considered. Invitations for interviews will be extended upon review of qualified candidates.

E-mail: Anne@sfcdenver.org. On the e-mail subject line, please write "Clinical Case Manager 3"

Individuals with criminal backgrounds are invited to apply. All SFC employees undergo a background check.

Saint Francis Center is an Equal Opportunity Employer.