



Bois Forte Band of Chippewa

5344 Lakeshore Drive ▪ Nett Lake MN, 55772 ▪ 218-757-3261/1-800-221-8129

HOMELESS PROGRAM CASE MANAGER

Position Description

Opens: September 9, 2020

Closes: September 15, 2020

Department:	Human Services	Reports to (title):	Behavioral Health Practitioner
Job Code:	N-13	Job Location:	Bois Forte Human Services Nett Lake, MN
Pay Range:	Min: \$20.25 Mid: \$25.31 Max: \$30.37	Supervises:	None
Hours/week:	40	Classification:	Non-Exempt
Type of Position:	Full-Time	Effective Date:	06/30/2017
		Revised Date:	06/30/2017

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as “Band”)
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois forte Band of Chippewa policies and procedures.
- Maintain a current insurable driver’s license.
- Display respect and understanding of Chippewa traditions and values.

POSITION PURPOSE

The Homeless Program Case Manager (HPCM) is responsible for providing Targeted Case Management services (TCM) to homeless band members who meet the states definition of Long Term Homeless. Duties included but not limited to: assessment, case plan/goal development, housing search, crisis management support, monitoring clients progress, and making referrals and linkage to community supports and services to help clients end their homelessness and meet their goals. Additionally, the HPCM will provide Adult Rehabilitative Mental Health Services as needed.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Performs Targeted Case Management (TCM) and conducts necessary assessments in order to determine clients’ needs and qualifications for TCM.
2. Participates in outreach through the coordinated entry system to identify homeless persons/families and accepts referrals for Native individuals and families living within the Bois Forte service area who meet long term homeless definition.
3. Serves as Case Manager for up to 15 households at any given time.
4. Calculates and administers program rental subsidies that are available through Hearth Connection for clients.
5. Develops, with client input, individual service/goal plans based on assessment with specific outcomes with attainable long-term and short-term goals following a Harm Reduction, Housing First service delivery model.

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6. Complies with billing and filing documentation requirements in a timely manner set by Department of Human Services (DHS) for Targeted Case Management (TCM) along with maintaining Hearth Connection and MN Housing documentation.
7. Utilizes skill-building teaching methods in areas such as advocacy, budgeting, parenting, tenant/landlord relationships and other services as needed.
8. Provide crisis intervention as needed.
9. Meet with clients on a regular basis providing intensive community based case management services while demonstrating courtesy, respect, sensitivity and a non-judgmental attitude toward clients.
10. Be knowledgeable of community services/resources and when necessary make appropriate referrals as needed for clients as determined by needs assessment.
11. Maintain communication and advocacy between clients, landlords, and other service providers.
12. Provide client transportation to appointments and other places of need.
13. Performs Vulnerability Index Service Prioritization Decision Assistance Tools (VI-SPADT) assessments and report those assessments to the coordinated entry team following proper protocols.
14. Enters data into several data entry programs in a timely manner for reporting and funding purposes such as Homeless Management Information System (HMIS), the Mental Health Information System (MHIS), and Co-Pilot.
15. Performs Housing Quality Standards inspections at move in and annually thereafter for clients and maintains proper inspection documentation in the client's file.
16. Monitors program budget and initiates budget modifications as needed and according to proper accounting procedures.
17. Maintains accurate documentation in orderly, well-organized fashion in a complete set of files, adhering to HIPAA guidelines and according to grant contract requirements.
18. Participates in clinical supervision with a licensed professional and maintains supervision plans and logs documentation required for Targeted Case Management (TCM) services delivery.
19. Maintains communication (written and spoken) with supervisor and notifies supervisor of any issues that may arise.
20. Abides by and complies with the rules of confidentiality, Data Privacy Act, mandatory reporting laws, and HIPAA requirements.
21. Attends trainings and conferences to comply with all continuing education requirements, and further enhance technical and programmatic knowledge.
22. Assists the Behavioral Health Practitioner in renewing and complying with the requirements for all grants, contracts and certifications for all the behavioral health unit programs.
23. Represents the Bois Forte Band in a positive and professional manner.
24. Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none">• Two years of experience in Social Work or related field |
| Education: | <ul style="list-style-type: none">• Bachelor's Degree in Social Work, Psychology, or Social Services related field |
| License/Certification: | <ul style="list-style-type: none">• Must have a valid driver's license and reliable means of transportation• Must be licensed by the State of Minnesota as a social worker or willing to become licensed. |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Experience and skills in working with clients with mental health concerns• Basic Knowledge of principles, procedures, techniques, trends of social work in order to meet case management responsibilities.• Ability to work independently with minimal direction and within part of a team.• Excellent communication skills, both verbal and written, with the ability to effectively communicate with a diverse group of people. |

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- Ability to use critical thinking skills, function independently, and make complex decisions based on standards of care, policies and procedures, critical pathways.
- Strong observation, assessment, and crisis management skills.
- Knowledge of social welfare and social services delivery system and local provider network.
- Knowledge of the socio-cultural factors that both enhance and adversely affect the mental health of American Indian populations.
- Ability to establish rapport with clients and landlords.
- Ability to handle stress and unstable client behavior.
- Ability to provide excellent customer service and client care using a holistic, client-centered approach.
- Basic knowledge of counseling theory and the ability to demonstrate basic counseling skills.
- Knowledge, or the ability to become knowledgeable of Federal Laws including Health Insurance Portability and Accountability Act (HIPAA), government regulations, Federal Privacy Act, agency rules and maintain confidentiality of interactions with clients, staff and others.
- Ability to handle high travel demands on a regular basis to meet clients needs.
- Ability to handle sensitive situations in a calm, professional manner.
- Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment use/storage/maintenance of multiple usernames and passwords. Computer-related problem-solving skills through the use of available trainings and help desk.
- Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.
- Ability to perform other duties as assigned.
- A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.

PREFERRED QUALIFICATIONS

- Bachelor's degree in Social Work, Psychology, or related field

WORK ENVIRONMENT

- Work environment: The work environment characteristics described here are representative to those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility, such as potential exposure to hazardous chemicals, sharps, and infectious body fluids.
- Physical demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk, hear and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision

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abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, patients, vendors and staff.

Mental demands: There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various issues.

TRIBAL AND INDIAN PREFERENCE

The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other federally-recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.

Background Investigation: This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.

Drug Screening: All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed

PRE-EMPLOYMENT DRUG TESTING APPLIES. INDIAN PREFERENCE WILL APPLY. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS. Please visit our website at www.boisforte.com to download an application. Applications are accepted via: Fax, Email, U.S. Mail, and In Person. Submit applications to: Human Resources Director, Simona Benner 5344 Lakeshore Drive, Nett Lake, MN 55772, Fax: 218-757-3312, sibenner@boisforte-nsn.gov. Applications received after the closing date will not be accepted.