
Job Title: Violence Reduction Case Manager
Department: Behavioral Health
Reports To: SUD Manager
FLSA Status: Exempt

POSITION SUMMARY

Violence Prevention Case Manager will be responsible for the management of the daily activity. Will work with pre-established MDiT of agencies to consult and set up plans for program participants to have better access to services. Will develop service plans with client set goals to support them in making positive life changes and assist them in getting their goals achieved. This position provides youth & young adults up to 30 with Community Based Outreach and case management, to help them in the most holistic manner possible. In addition, assist in issues with housing, food, medical care, violence, and/or safety issues in their community. This position will focus on the City of Tacoma’s Hilltop and Eastside Communities or those engaged in gang activity and violence in those communities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Screening for needs, assessment of bio-psycho-social issues, intake client signs up for services and agrees to accept case-management.
- Community Based Outreach in Targeted area.
- Work with the Pre-established City of Tacoma Violence Reduction team of agencies to consult and set up plans for the program participants to have better access to services they are in need of.
- Develop service plans with client set goals to support them in making positive life changes and assist them in getting their goals achieved.
- Referrals to other service providers, financial assistance, medical/dental and behavioral care, housing, food and academic services assistance.
- Schedule appointments for clients if needed and directly connect them to the referral source.
- Assure client (if of school age) is re-engaged in academic program if suspended/expelled/dropped. Advocate for school success by requesting tutoring, report card review and plan to improve grades/graduation success, IEP evaluations, McKinney Vento or other school resources that may be of assistance for clients scheduling academically.
• Conduct telephone screening for client referrals for mental health & Substance Use Disorder programs if they are in need of those services.
• Handle crises as they arise during screening or via incoming telephone calls received from the public during business hours.
• Maintain cooperative working relationship with agency staff, community and social and health services agencies that are on the COT Violence Reeducation Team and in the surrounding community.
• Participate in required agency training and staff meetings.
• Maintain close contact with program managers and supervisors.
• Ensure proper intervention and follow up with staff cooperation.
• Ensure proper intervention and follow up of screenings.
• Refer clients to appropriate services within the agency and/or community agencies; keep track of referrals and progress.
• Coordinate crisis responses with the appropriate department or agency.
• Schedule screening appointments and obtain necessary all documentation during the screening process.
• Track the screenings and intake appointments.
• Contact client one day prior to the intake interview to ensure appointment is kept or re-schedule as needed.
• Fulfill other duties as may be assigned to meet the agency's operational needs.
• Work with City of Tacoma Staff & Partners, Schools, police and probation officers, the community, and agencies to address gang violence prevention/intervention and increase access to services for high risk youth and young adults.
• Maintain active contact with State/County/City supervision agencies, probation departments and other legal resources to advocate for clients in the legal systems.
• Provide system integration care in order to reduce dropout rate, unemployment, criminal activity and physical/emotional/mental wellbeing.
• Participate in community forums that are addressing violence in Tacoma
• Consult with supervisor regularly to coordinate work activity.
• Attend program and networks meetings.
• Conduct evening and weekend related activities as instructed by your supervisor.
• Assure that all documentation, reports, and client files are maintained according to contract requirements and agency standards
• Fulfill other duties as may be assigned to meet agency operation’s needs.
• Be able to provide decentralized model of care in the community and travel the community daily if needed.
• Proficient in speaking, reading and writing English. Spanish preferred.

REQUIREMENTS
• High School Diploma, AA Preferred.
• Personal experience and/or background working with Gang involved youth and adults
• Experience with community outreach and public speaking preferred.
• Skilled in understanding cultural issues and sensitivity in relating to cross-cultural, social, economic and physical disability issues.
• Experience working multiple systems serving children and adults.
• Experience in assessments, case management, advocacy and referrals working with hard-to-serve, low-income, youths and adults of color who are at risk of or have already dropped out of school or are unemployed and involved in the criminal Justice system.
• Valid WA State Driver’s license and reliable transportation; current proof of automobile insurance.
• Demonstrated proficiency with Microsoft Office products.
• Effective communication skills that allow for working with a variety of staff and clients.
• Lifting requirements up to 15 lbs.

LANGUAGE SKILLS:
Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other integrated behavioral health related documents. Ability to write clear, concise and accurate correspondence. Capable of establishing positive interpersonal relationships with a broad range of people. Effective oral and written communication skills.

OTHER SKILLS REQUIRED:
Ability to operate computer, printer, copy and fax machines, calculator, and other office equipment.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by staff member 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 the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move up to twenty pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

MENTAL DEMANDS:
Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization may or may not exist. Ability to reason effectively and interpret a variety of instructions furnished in written, oral or diagram form.

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make
individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.

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