



**Bridge Steps
Job Description**

Job Title:	Recovery Care Manager	Department:	Services
Reports To:	Homeless Recovery Manager	FLSA Status:	Exempt

SUMMARY:

Providing outstanding resource coordination and planning for persons experiencing homelessness. Responsible for partnering with guests to develop an ISP (Individual Service Plan) for health care that leads to stability and recovery, maintaining accurate records and HMIS documentation, and providing appropriate referrals and linkages to supportive services that lead to ending homelessness.

RESPONSIBILITIES:

- Coordinates clinical care for individual guests to ensure adherence with flow of services as outlined in Bridge guidelines and care management policies
- Collaborates with other clinical staff to assist with assessment
- Partners with the guest to develop ISP (Individual Service Plan), discharge planning and appropriate housing placement
- Meet with each guest on active case load weekly for one-on-one development of care and monitoring of documentation and charting requirements that support services provided and referred.
- In collaboration with the team, facilitate the guest progress through an efficient and effective manner
- Monitoring the level of care according to guest's needs and influencing the progression of care, facilitating the guest's navigation and proposing an appropriate transition plan and serves as an advocate for the guest throughout the entire stay at the Bridge
- Identify potential barriers to the progression of care and makes referrals for other services as needed
- Collaborate in real-time with staff to confirm treatment goal, ISP and clinical mileposts used to advance the ISP
- Demonstrate pro-active influence in ISP and progression of care while advocating on behalf of the guests
- Completes audits to assess HMIS documentation requirements
- Promote adherence to clinical protocols through collaboration with the team
- Interact with point-of-care coaching and staffing for documentation improvement and observance of quality
- Identify complex psychosocial or continuing care needs that may present obstacles for transition or discharge
- Work in tandem with staff to monitor complex discharge plans and collaborates to resolve challenges
- Function as a member of Care Management team ensuring appropriate coverage as indicated by the needs of the department



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- Ability to use electronic software applications related to care management activities.

IMPORTANT QUALITIES:

- Compassion:
 - This position works with people who are in stressful and difficult situations. To be effective, one must have compassion and empathy for their clients.
- Interpersonal skills:
 - Being able to work with diverse groups of people is essential for this position. One need strong people skills to foster healthy and productive relationships with their clients, partners, and staff.
- Listening skills:
 - Clients talk to social workers about challenges in their lives, listing and understand their needs.
- Organizational / Time Management skills:
 - Must be able to work independently and be accurate, concise, and detail oriented. Strong organizational and time management skills are a must.
- Problem-solving skills:
 - One will need to be able to solve practical and complex issues and deal with a variety of variables in situations.



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QUALIFICATIONS:

- Bachelor in Social Work or related field
- Three to five years experience in care management preferred, with work history for services to persons experiencing homelessness, or equivalent preferred
- Word, Excel, Access and Outlook experience
- LMSW, LBSW (preferred), or MSW. Must be licensed in Texas.

WORK ENVIRONMENT:

This position requires extensive interaction with the homeless population we serve. It requires standing, sitting and walking. Extensive use of a computer.

This position must understand the possibility of exposure to inside environmental conditions such as infectious / communicable diseases, blood and bloodborne diseases, odors, and dust. There is also the possibility of physical and/or verbal abuse from guest.

It is recommended that employees get tested for TB every six months or as often as they choose. The Bridge offers free testing. See Human Resources on the testing schedule.

NOTE: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I can perform the essential functions of this position.

Employee Printed Name

Date

Employee Signature

Date