



Bridge Steps
Job Description

Job Title:	Intensive Care Manager	Department:	Services
Reports To:	HCC / ICM Homeless Recovery Manager	FLSA Status:	Exempt

Summary: Providing resource coordination and planning for persons experiencing behavioral and mental health barriers as a factor in homelessness. Responsible for partnering with guests to develop an ISP (Individual Service Plan) for mental, behavioral, and physical health care that leads to stability and recovery; maintaining accurate records; HMIS and CMBHS documentation; and providing appropriate referrals and linkages to supportive services that lead to ending homelessness. In addition, this position is responsible for providing housing follow up services to clients who have been placed in housing. Making home visit duties include face to face assessments at client's home, linkages to community supportive services, and responding to needed telephone interventions.

Essential Functions:

- Partners with the guest to develop ISP (Individual Service Plan), discharge planning and appropriate housing placement
- Monitoring of documentation and charting requirements that support services provided and referred
- Monitoring the level of care according to a guest's needs and influencing the progression of care; facilitating the guest's navigation and proposing an appropriate transition plan
- Serve as an advocate for the guest throughout the entire stay at the Bridge and six months following housing placement and facilitate weekly groups
- Promote adherence to clinical protocols through collaboration with the team.
- Identify complex psychosocial or continuity of care needs that may present obstacles for transition or discharge
- Enroll and provide care coordination for high need guests, including but not limited to guests with severe mental, behavioral, and medical health diagnosis who have difficulty independently managing their own care
- Work with partners and other providers to ensure that the client's medical and behavioral health needs are managed by serving as an advocate for the client
- Assist client with locating providers, scheduling and/or transporting to appointments as necessary
- Research and refer clients to community resources, such as health care and other agencies and community resources
- Identify obstacles for accessing services and recommend appropriate resources to overcome barriers and then evaluate services provided to ensure that they are effective.



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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 needs 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.

Qualifications:

- Bachelor's degree (Master's preferred) in Social Work or related field.
- Three to Five years' experience in social work or human services field to persons experiencing homelessness and have mental health and/or substance abuse barriers.

Licenses, Certifications, and Registrations:

- LMSW, LBSW (preferred), or MSW. Must be licensed in Texas.
- Must have a valid Texas Driver's License with current Auto Liability Insurance.

Working Conditions:

- Environmental Conditions:
Extensive field work requiring daily use of an automobile.
- Physical Effort:
Client home settings, good to disagreeable conditions may exist.
- Hazardous Exposure:
Possible exposure to high risk areas



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

Employee Signature

Date

Human Resources Signature

Date