



**Position: Advocate / Case Manager – DHS RIST Project Based**  
**Department: Programs**

*OPCC and Lamp Community are now one.*

### **Summary**

The PHS Advocate/Case Manager will work with clients referred through DHS from the Jail system to assess housing stability, provide stabilization services, and coordinate multiple services to meet each client's specific needs.

### **Essential Duties and Responsibilities**

1. In collaboration with DHS, the Sherriff Department, Probation, and DMH outreach to homeless individuals the jail system who have chronic health conditions and/or are high utilizers of jail and/or emergency county health services with the objective of engaging individual to determine eligibility for permanent housing
2. Maintain a case load of up to 20 Members for case management services
3. Ensure that medical and case management services to Members are reflective of the Community model, which emphasizes customer choice, harm reduction, and psycho-social rehabilitation
4. Ensure that each Member that is being case managed has an up-to-date and comprehensive biopsychosocial assessment, and that this assessment is used in collaboration with the Member to create individualized case management plans designed to improve quality of life and improved health outcomes
5. Collaborate with each member to develop their individual service plan; review and update it quarterly and upon completion of goals
6. Develop and maintain a complete, accurate, and current member file with all required documents and data; ensure all Member paperwork and data collection is complete, timely, accurate, and current in agency records and electronic databases
7. Coordinate with DHS and HFH partners to ensure Members are connected to primary health care and to reduce need for emergency health care services
8. Maintain confidentiality of member files per HIPAA and all applicable guidelines
9. Responsible for coordinating appointments, transportation, and follow-up services for Members accessing primary health care, mental health care, recovery services, and who need community resources
10. Transport Members in your vehicle to various agencies and healthcare providers in the greater Los Angeles area to increase community support services and community reintegration
11. Develop effective, trusting relationships with Members, with a focus on facilitating independence and maintenance of improved physical and mental health
12. Assist in the screening, assessment, and enrollment of Members, including orientation to program policies, resources and goals
13. Maintain a current, thorough knowledge of community resources and utilize them to provide comprehensive, wrap-around services to Members
14. Assist Members with becoming involved in daily activities, scheduling and attending appointments, budgeting, socialization, health maintenance, sense of community, and progress in recovery
15. Work cooperatively and cohesively with other Members of the staff team, including participation in weekly staff meetings and staff trainings
16. Accurately maintain and report Shelter Plus Care match services reports to management
17. Maintain up to date, accurate, and complete data and progress notes as required by the project and its funding sources
18. Prepare written reports and complete related projects as requested, including monthly and quarterly reporting, e.g., HTF Service Report, APR, SPC report

### **Qualifications**

1. Current, valid California Driver's License with an acceptable driving record **and reliable vehicle**

2. Able to transport Members **in your vehicle**
3. Experience with the Justice system a plus
4. Bachelor's degree preferred; or a minimum four years' experience working with homeless individuals, preferably those living with mental illness and/or substance addictions, or an equivalent combination of education and experience
5. Demonstrated knowledge of case management
6. Able to work in a high tolerance Harm Reduction model with Members who have multiple barriers
7. Skill in non-violent crisis intervention
8. Computer literate; able to effectively use computerized database for client file management, with basic skills in Microsoft Word, Outlook, and Excel programs
9. Detail oriented with strong time management, organizational, written, verbal, interpersonal, and computer skills
10. Able to obtain and maintain CPR/1st Aid certification
11. Minimum 30 WPM typing speed preferred

OPCC and Lamp Community have many service locations in downtown LA and Santa Monica, and we offer a competitive salary and excellent benefits. We conform to all the laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities and veterans to apply to all of our job openings. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, gender identity, or national origin, age, disability status, Genetic Information & Testing, Family & Medical Leave, protected veteran status, or any other characteristic protected by law. We prohibit Retaliation against individuals who bring forth any complaint, orally or in writing, to the employer or the government, or against any individuals who assist or participate in the investigation of any complaint or otherwise oppose discrimination.

**Apply with salary expectations, cover letter, and resume via email**

jobs@lampcommunity.org

OR

**Mail:**

OPCC/ Lamp Community Human Resources

526 San Pedro ST

Los Angeles, CA 90013

OR

**Fax:**

323-940-4759