Good News Rescue Mission
Job Description

Position Title:	Coordinated Community Care- Homeless Outreach Case Manager
Ministry Department:	Coordinated Community Care
Reports To:	Coordinated Community Care Manager
Location:	Chico Field-Based (Encampments, Community Locations)
FSLA Status:	Hourly, Non-Exempt
Status:	Full Time; 20-21 per hour

Description:

The Homeless Outreach Case Manager is a key member of the Coordinated Community Care (CCC) team, responsible for providing **direct outreach, engagement, and comprehensive case management** to individuals living in homeless encampments and other unsheltered locations. This position focuses on **building rapport**, assessing needs, enrolling eligible individuals into **Enhanced Care Management (ECM)** and **Community Supports**, and connecting clients with resources to promote stability, safety, and long-term well-being.

The Case Manager conducts field-based assessments, develops individualized service plans, coordinates care, completes required documentation, and ensures compliance with **HIPAA, Title 42**, and all quality performance standards. This is a **boots-on-the-ground outreach role** requiring compassion, accountability, and strong documentation skills.

Responsibilities:

1. Outreach & Engagement
    a. Collaborate with the outreach team to identify and engage individuals living in homeless encampments, streets, and unmanaged areas.
    b. Conduct regular field visits to build rapport, assess needs, and offer appropriate services.
    c. Provide crisis intervention, de-escalation, and supportive engagement as needed.
    d. Educate individuals about ECM and Community Supports and determine eligibility.
2. Comprehensive Case Management
    a. Conduct detailed assessments to identify strengths, needs, and barriers to stability.
    b. Develop individualized case plans focused on housing, medical/behavioral health, recovery, income, and support services.
    c. Accompany clients to appointments (medical, housing, benefits, legal, etc.).
    d. Advocate for client access to housing, healthcare, and social benefits.
3. Intake, Enrollment & Documentation

   a. Complete ECM and Community Supports intake paperwork thoroughly and accurately.
   b. Maintain compliance with **HIPAA** & **Title 42** confidentiality requirements.
   c. Submit Treatment Authorization Requests (TARs) and ensure proper billing documentation.
   d. Document all interactions and services in real time using required software systems.
   e. Track and report on Key Performance Indicators (KPIs) related to outreach, enrollment, and client outcomes.
4. Collaboration & Coordination
   a. Work collaboratively with internal departments (Emergency Shelter, Recovery, STPH, Day Hab, etc.) to ensure seamless coordinated care.
   b. Build and maintain relationships with community partners, hospitals, behavioral health agencies, and service providers.
   c. Participate in required trainings, team meetings, and professional development (e.g., Harm Reduction, Trauma-Informed Care, MI, De-escalation, Crisis Intervention, First Aid).
5. Additional Duties
   a. Participate in street outreach events, encampment sweeps, and community service coordination efforts.
   b. Assist with safety planning, resource navigation, and follow-up services.
   c. Perform other related duties as assigned by the Outreach Lead or Guest Services Manager.

Performance Expectations:

- Strong ability to build rapport with individuals experiencing homelessness in challenging environments.
- High attention to detail, strong documentation, and accurate recordkeeping.
- Excellent time management and organizational skills.
- Empathy, professionalism, and a nonjudgmental, trauma-informed approach.
- Flexibility to adapt to changing priorities in a fast-paced field environment.
- Strong communication skills and ability to work well on a multidisciplinary team.
- Commitment to equity, dignity, and human rights for all clients.

Minimum Job Requirements:

- High School Diploma or GED required; Associate Degree in Social Work, Human Services, or related field preferred.
- Minimum 1 year experience in case management, housing navigation, outreach, or similar social services.

- Familiarity with homelessness services, community resources, and care coordination.
- Proficient in documentation and electronic case management systems.
- Valid California driver's license; clean DMV record; must be insurable under GNRM's auto policy.
- Reliable transportation.
- Ability to pass pre-employment drug screening.

Knowledge, Skills, and Abilities Required:

- Strong interpersonal and communication skills and the ability to work effectively with various departments.
- Team player focused on the overall success of the organization.
- Ability to perform complex accounting transactions.
- Ability to understand and monitor non-profit accounting.
- Excellent organizational and coordinating skills.
- Ability to foster a cooperative work environment.
- Ability to supervise/ train volunteers and staff to include organizing, prioritizing, and completing work assignments.
- Knowledge of computerized information systems used in the accounting department, i.e. QuickBooks (QB) and Microsoft Office suite with proficiency in excel.
- Knowledge of or ability to quickly learn the computerized information system used in the Fundraising department, i.e. Donor Perfect.
- Skilled in budget preparation, internal controls, accounting transactions and fiscal management.

Work Environment:
The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. The environment is pleasant overall, though employees may occasionally have exposure to cold temperatures. The noise level is usually moderate.

Employees may encounter irate or irrational clients, who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or who may be mentally or physically disabled.

Employees may also be regularly exposed to some risk of communicable diseases from guests at the facility, including potential exposure to tuberculosis (TB) and other respiratory illnesses.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Physical Demands:
This position requires extensive field-based work and outreach activities. Employees should expect to work outdoors in all types of weather and environmental conditions, including rural, urban, and encampment settings.

The role regularly involves direct engagement with individuals experiencing serious mental health conditions, substance use disorders, and housing instability. Employees may interact with individuals who are unpredictable or under the influence of narcotics, controlled substances, or alcohol.

Work conditions may include exposure to high-stress, emotionally charged, and potentially unsafe situations, including witnessing overdoses or behavioral health crises. Strong situational awareness, de-escalation skills, adherence to safety protocols, and professional boundaries are essential.

This role also requires frequent collaboration with community partners, housing providers, healthcare systems, and emergency response personnel. Employees are expected to represent Good News Rescue Mission in a professional manner at all times while maintaining flexibility, clear communication, and documentation standard.

Pre-Employment Screening:

- Drug test
- Clean DMV record
- Must be insurable through GNRM’s auto insurance provider.