

## Good News Rescue Mission Job Description



**Position Title:** CCC Case Manager  
**Ministry Department:** Coordinated Community Care  
**Reports To:** Coordinated Community Care Manager  
**FSLA Status:** Hourly, Non-Exempt  
**Status:** Part Time; \$20-21 per hour

**Description:** The CCC Case Manager is a key member of the Coordinated Community Care team, responsible for facilitating enrollment into Enhance Care Management (ECM) and Community Support programs. This role ensures compliance with all quality performance indicators, accurate billing information, and proper documentation in adherence to HIPAA and Title 42 standards. The specialist collaborates with other departments and engages clients using a trauma-informed approach, including direct outreach to underserved communities.

### Responsibilities:

1. Client Intake and Enrollment
  - Conduct client intake interviews to determine eligibility for ECM and Community Support services.
  - Assist clients in completing necessary paperwork accurately and comprehensively.
  - Provide education to clients regarding program benefits and processes.
2. Documentation and Compliance
  - Ensure compliance with HIPAA and Title 42 confidentiality and security standards.
  - Maintain accurate and up-to-date records of client interactions and program enrollments.
  - Submit Treatment Authorization Requests (TARs) and ensure correct billing processes are followed.
3. Performance Monitoring
  - Track and report on quality performance indicators (KPIs).
  - Monitor client outcomes and program effectiveness, suggesting improvements as needed.
4. Collaboration and Outreach
  - Work collaboratively with other departments within the Good News Rescue Mission to support coordinated care.
  - Participate in department meetings to align goals, strategies, and client outcomes.
  - Engage in direct outreach efforts, including visiting homeless encampments, participating in street outreach, and connecting with underserved populations.
5. Client Engagement
  - Build trust and rapport with clients using trauma-informed care principles.
  - Act as a liaison between clients and community resources to address barriers to care and services.
6. Performs other related duties as assigned.

## Good News Rescue Mission Job Description



### Minimum Job Requirements:

- High school diploma or equivalent required
- An associate's degree in Social Work, Human Services, or a related field.
- A minimum of years' experience in community services, case management, or a related role.
- Familiarity with billing processes and regulatory standards (e.g., HIPAA, Title 42).

### Knowledge, Skills, and Abilities Required:

- Strong organizational and time-management skills.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office and client management software.
- Ability to work effectively with diverse populations in challenging environments.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Team Player focused on the overall success of the organization.
- Ability to foster a cooperative work environment.

### 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.

## **Good News Rescue Mission Job Description**



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.