

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: Full 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. Additional Job Duties and Responsibilities

Good News Rescue Mission Job Description



- Participate in HMIS data entry related to client intakes, assessments, housing status, services, and outcomes in accordance with Continuum of Care and funder requirements.
 - Conduct client intakes, assessments, and housing screenings in office, field, and community-based settings.
 - Provide housing navigation services, including assisting clients with housing applications, documentation, eligibility verification, and follow-up with landlords, property managers, and housing providers.
 - Support clients in identifying appropriate housing options, including emergency shelter, transitional housing, permanent supportive housing, and other community-based housing resources.
 - Assist clients with obtaining required documentation for housing placement, including identification requests with applicable.
 - Track housing referrals, placements, and outcomes in HMIS and other required reporting systems.
 - Attend Continuum of Care (CoC) meetings as assigned and represent Good News Rescue Mission in a professional and respectful manner.
 - Take detailed notes and provide follow-up communication when attending meetings in the absence of the Cal-AIM Manager or Director of Programs.
 - Conduct intensive outreach activities in both rural and urban environments, including frequent visits to encampments and non-traditional service locations to engage unsheltered individuals and assess housing needs.
 - Coordinate with other organizations and service providers to visit clients at their sites and support continuity of care and housing stability.
 - Collaborate with law enforcement, hospital social work teams, nurses, physicians, EMS, and fire personnel to support client safety, crisis response, and care coordination.
 - Respond appropriately to high-stress situations, including encounters with individuals experiencing overdoses, psychiatric crises, or medical emergencies.
7. Performs other related duties as assigned.

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.

Good News Rescue Mission Job Description



- 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:

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.

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.

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Pre-Employment Screening

- Drug test

Good News Rescue Mission Job Description



- Clean DMV record
- Must be insurable through GNRM's auto insurance provider.