

Title: Service Facilitator/Intensive Case Manager

Category: Full-time, 1st shift (9AM- 5PM)

Classification: BSW with 2+ years experience or Master's in Behavioral Health Field

Salary/Benefit Notes: Full time staff receive a generous benefit package including personal time, sick time, holidays, and health insurance

Program: Housing Initiatives provides permanent supportive housing to clients who have experienced homelessness and who experience severe and persistent mental illness. HII is an Equal Opportunity/Affirmative Action Employer.

Description: The Service Facilitator will provide clinical assessment within the CCS program, which provides services in a recovery based, trauma sensitive, client-centered, culturally competent manner, using a strengths-based approach. This role also will involve assisting the client in selecting their recovery team as well as the timely creation of client recovery goals and plan updates. The Service Facilitator will also provide intensive case management services, including connecting clients to mental health and substance abuse providers as desired, assistance with furnishing and maintaining one's apartment, managing money, coordinating benefits, coordinating primary health care, substance abuse treatment, vocational and educational support, socialization, medication monitoring, and activities of daily living.

The Service Facilitator will work on-site in an office located in Housing Initiatives' permanent supportive housing project located in Madison, WI. Housing Initiatives, Inc. owns two apartment buildings to house 16 chronically homeless individuals. The two full-time case managers (1st and 2nd shift) will provide supportive services for this project on site. The project participants will have serious and persistent mental illness, co-occurring substance use disorders, and other disabilities.

The project will utilize Housing First and Harm Reduction approaches. Housing First is a homeless assistance approach that prioritizes providing people experiencing homelessness with permanent housing as quickly as possible – and then providing voluntary supportive services as needed. Harm reduction promotes the human rights of all individuals, including those who engage in potentially harmful behaviors, such as substance use, by offering a continuum of service options and strategies that include abstinence as a goal for some, while embracing and celebrating steps that reduce harm along the way and improve the quality of life for others.

Position Overview:

Full time position working under the supervision of the Housing Initiatives Mental Health Provider providing case management and service coordination for adults with mental illness and/or substance use disorders. The main goal of the project is to help its project participants to become good tenants and maintain their permanent housing. Areas of focus may include mental health and substance use disorder symptom management, medication monitoring, medical care, substance use disorder treatment, psychiatric care, and benefits coordination.

Essential Functions:

- Conducts an assessment of an individual's needs/family's needs
- Collaboratively develop and implement person-centered treatment plans
- Complete and maintain client-related records, including Medicaid CCS billing records
- Encourage clients to express their feelings and discuss what is happening in their lives, while helping them to develop insight into themselves or their relationships
- Provides support to individuals to assist in overcoming dependencies, adjusting to life, and working towards their defined recovery goals using evidence-based methods

Minimum Requirements:

- Master's Degree or Bachelor's Degree in health/social services and two years paid experience
- Experience working with individuals with mental illness and/or substance use disorders.
- Possession of a valid driver's license, a favorable driving record, adequate insurance and access to a vehicle with willingness to use it for work
- Pass a criminal background check and be free of offenses prohibiting employment under HSF12 at the time of employment, and annually thereafter.

Application Process:

Position must pass a criminal background check and be free of offenses prohibiting employment under HSF12 at the time of employment, and annually thereafter.

Housing Initiatives is an equal opportunity employer who fully supports equal access for all qualified individuals regardless of race, color, religion, gender/gender identity, age, national origin, veteran status, disability, genetic information or testing, family and medical leave, and sexual orientation. We prohibit retaliation against individuals who bring forth a complaint in good faith to the employer or government agency, or participate in said investigation of any complaint, or otherwise oppose discrimination.

Closing Date: Friday, June 16th at 5PM.

Qualifications/Experience:

- Experience providing services to clients who experience severe mental health challenges
- Familiarity applying trauma-informed care and harm reduction models to case management roles
- Experience with AODA and mental health systems in Dane County
- CCS certification preferred
- CSAC or SAC-IT preferred