



Position Title: Case Manager
Salary/Compensation: \$22.00 - \$28.00 DOE
Hours per Week: 30-40 hours
Reports to: Executive Director

Position Description:

An Encompass Yamhill Valley (EYV) Case Manager is a full-time, non-exempt position. Case Managers assist clients to develop, implement, and track individualized plans of action for housing placement and stability. The Case Manager assesses client needs and makes appropriate referrals. The EYV Case Manager will perform ongoing, intensive case management to triage and respond to client's housing needs, food insecurity, mental and behavioral health, and other barriers to stability.

Responsibilities:

- Conduct client assessment to identify goals and barriers
- Create an individualized, step by step plan of action to move client to stability
- Meet with clients on regular basis (possibly daily) and be responsive to needs
- Work closely with other EYV staff to assign sub tasks such as OHP, food stamps, ID, etc.
- Utilize community resources/services to address client housing needs, food insecurity, mental and behavioral health
- Advocate for clients to attain resources necessary for stability
- Work independently to develop work plan and daily priorities with regular reporting
- Regular collaboration with Housing Authority, Yamhill Community Action Partnership (YCAP), Yamhill County Health and Human Services, Provoking Hope, Behavioral Health Resource Network (BHRN), law enforcement, and others
- Other duties as assigned

Knowledge, Skills, and Abilities:

- Ability to customize solutions for clients
- Ability to remain solution oriented and manage frustrations
- Skilled at problem solving and innovative thinking
- Compassionate, positive, reliable, patient
- Experience working with people from different backgrounds
- Good written and verbal skills
- Ability to complete specialized trainings- Harm reduction, trauma informed care, fair housing, domestic violence support, mental health first aid, nonviolent communication, de-escalation, first aid, CPR, naloxone
- Confidentiality
- Timeliness and accuracy

- Active listening
- Bilingual English/Spanish is beneficial

Technical skills required:

- Microsoft Office
- Email
- Online database data entry (i.e. fillable forms, online forms, etc.)
- Maintain files, documentation, and case notes to current practice and standards

Work environment:

- Mobile position, outreach based, meet with clients in the community
- Driving locally in Yamhill County to client and partner locations
- Recording keeping and documentation with metrics are required
- Computer provided, cell phone allowance
- Criminal background check will be conducted on applicable candidates

Certifications, Licenses, Registrations:

- Case Manager certification, or similar experience
- Valid OR State Driver's License is required and auto insurance or ability to pass EYV provided auto insurance requirements
- CPR/First Aid/Narcan certified or ability to become certified

Benefits

- Flexible Work
- Paid Time Off (PTO)
- Relaxed Dress Code
- Mobile phone monthly stipend
- Mileage reimbursement
- Training/Advancement Opportunities
- Paid holidays
- Health Insurance with low deductible

About Encompass Yamhill Valley

Encompass Yamhill Valley (EYV) was developed to provide housing and vital support services to individuals and families experiencing homelessness in Yamhill County. EYV operates county-wide, mobile-based outreach services designed to connect the most vulnerable members of our society with the programs and services they desperately need. Current programs include peer counseling, food and meal distribution, court advocacy, mental health and substance abuse treatment referrals, free health care referrals, emergency shelter, gas and transportation vouchers, and safe overnight car camping.