

Homeless Health Care Los Angeles (HHCLA), founded in 1985, is a community-based organization in Los Angeles, which provides a comprehensive program for any person in need of health, mental health, housing, or quality of life services. These services reduce the impact of homelessness in the communities of Los Angeles County.

Position Description:

The Counselor/Case Manager will provide assessments, eligibility screenings, supportive case management, drug/alcohol/substance use counseling, develop individualized treatment plans, coordinate social services, perform outreach, follow-up and facilitate substance use/harm reduction groups and work as an effective member of the treatment team. This position may work at co-located sites as needed.

Duties and Responsibilities:

- Provides individualized case management services including crisis intervention, assistance in accessing public benefits/Medi-cal Outreach and Enrollment; information/referral regarding access to health, client social event planning, social services; and encourages participation in educational opportunities, such as self-help support groups.
- Conducts substance use screenings, assessments, and new intakes; provides accurate information and referrals for individuals needing substance use and/or mental health treatment and assists individuals in obtaining other needed social services.
- Conducts individual substance use counseling and case management services that meet HHCLA's standard of care and uphold quality services.
- Facilitates substance abuse treatment groups and/or specialty groups as assigned, utilizing Stages of Change Treatment Model and group-specific curriculum.
- Performs outreach activities to identify potential clients to maintain program capacity standards, and demonstrates continuous efforts to engage and retain clients.
- Develops individualized treatment plans and monitors progress in achieving goals.
- Provides follow-up supportive services to enrolled clients in accordance with program policies and procedures.
- Develops relationships with representatives in other agencies to support clients in attaining supportive services such as housing, mental health care, medical treatment, financial assistance, legal advocacy, etc.
- Conducts client home visits and maintains charts in accordance with agency and housing authority (HACLA and HACoLA) standards.
- Coordinates, prepares and maintains required charting and documentation in a timely and thorough manner.
- Assists with coordinating and planning client events, speakers for groups, and securing donations.
- Assists in identifying and securing resources to meet client and program needs.
- Must demonstrate competence and effectively apply Harm Reduction Philosophy, Trauma Informed Care, Motivational Interviewing (EBP), and Stages of Change in all interactions with client, including group facilitation and individual counseling/case management to maintain fidelity and standards of program.

- Adheres to billing standards and deadlines of 24-48 hours. Staff will conduct quarterly CQI chart audits of all active charts to ensure completeness and accuracy using an established audit tool and maintain compliance of 90%. *For the Drug Medi-cal program the threshold is 100%.*
- Able to serve a diverse client population and communicate effectively in a culturally competent manner. Staff will be an active participant in a multi-disciplinary treatment team, utilizing open and respectful communication, maintains solution focused, strengths based and client centered discussion with managers, co-workers and clients of HHCLA.
- Complies with weekly productivity requirements to ensure compliance with contractual and performance management requirements.
- Maintains client records according to HIPAA and adheres to all client confidentiality requirements and standards.
- Participates in the overall evaluation of program services and data collection for reporting by maintaining accurate information in program participant files.
- Maintains familiarity with agency and program policies and procedures and other applicable regulations.
- Attends and participates in supervision, staff meetings, conferences, workshops, special projects to provide input towards program development and staff training.
- Attends and participates in all required contractual, agency, and professional development trainings.
- Represents the mission and philosophy of HHCLA to the community in relevant coalitions and advocacy efforts.
- Complies and maintains familiarity with HHCLA policies and procedures and other applicable regulations required by funding sources.
- Models HHCLA approach, mission and core values in all communication, correspondence, community events, coalitions and advocacy efforts.
- Reports to work on time and maintains reliable and regular attendance.
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

- Bachelor's degree and/or equivalent with at least 1 year experience in substance use counseling and case management and/or Certified Substance Use Counselor or Registered within 5 year grace period and 4 years' experience.
- Must be registered and certified by a Certifying Organization (CO) that is approved by the Department of Alcohol and Drug Programs (ADP), in the field of substance use and addiction treatment.
- Familiar with the principles of Harm Reduction, Motivational Interviewing, and Integrated Treatment; knowledge of ethnically and culturally diverse communities, homeless and low-income populations and the human service delivery system in Los Angeles.
- Experienced and knowledgeable in Drug Medi-cal and Substance Use programming and documentation.
- Strong written and oral communication skills.
- Strong time management skills and ability to multi-task and prioritize.
- Detail oriented, accurate and strong problem solver.
- Ability to work under minimal supervision and motivated self-started.

- Computer skills necessary to perform job duties required.
- Maintains current licensing and/or certification as required for position.
- Must possess a valid California Driver's License, properly registered vehicle and liability
- Insurance

PREFERRED QUALIFICATION

- Ability to work in fast-paced, high energy environment.
- Bilingual/bicultural.
- Ability to work in fast-paced, high energy environment.

Americans with Disabilities Act Specifications:

There is one flight of stairs that must be climbed to the 2nd floor located at the Beverly Site (2330 Beverly Blvd., Los Angeles, CA). There is no elevator access within the office
Qualifications may be subject to modification based on the Americans with Disabilities Act.

Application Procedure:

To be considered for this position, please email a detailed cover letter, with salary requirements, and a resume to aparnicky@hhcla.org or kizzia@hhcla.org. No phone calls please.

Homeless Health Care Los Angeles is an Equal Opportunity Employer.