

# Centering Frontline Workers As Skilled Professionals

# [a few of the] skills required to be an effective case manager & outreach worker:



- Problem Solving Skills
  - Unilaterally responsible for housing plans for (20+/-) individuals
  - Support with housing, relationship, health, mental health, and financial needs
  - 'Street level bureaucrat'
- Emotional Intelligence
  - Active listening skills
  - Motivational Interviewing skills
- Strong Computer Skills & Attention to Detail skills
  - Comfort logging data in complex govt databases
  - Ability to manage complex client files
- Time Management
  - Triage and prioritize multiple crises
  - Self directed individual work

# The best case managers & outreach workers also.



- Strong understanding of local and government and healthcare systems impacting participants
  - Understand health insurance, linkages to providers & partner resources housing resources, benefits management and navigation, IHSS linkages, etc. etc.
- Maintain relationships with partner organizations
  - When Sh\*t (inevitably) hits the fan - they know who to get on the phone to move things forward!
- \*Frequently\* have second language skills
  - Serve as translator and liaison between client and government

Is this really  
entry-level  
work?

# Parallel Career Ladder Opportunities



SO MUCH ROOM  
FOR IMPROVEMENT!

# Years of Service (YOS) pay adjustments to compensate local systems expertise!

Case Manager*	NE	\$ 44,269.33	\$ 53,123.20	\$ 61,977.07	Lead	\$ 25.54
Senior Case Manager	NE	\$ 48,065.33	\$ 57,678.40	\$ 67,291.47	Slot	\$ 27.73
Principal Case Manager	NE	\$ 50,405.33	\$ 60,486.40	\$ 70,567.47	Slot	\$ 29.08

\*\*With 10 years of expertise folks move from the yellow column (starting pay) to the right column

# What is next???

(Internal) Dream Coach



(Collectively) Total Overhaul



THANK YOU  
Let's stay in  
touch!\_\_\_\_\_

Alex

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