

Case Manager

The Case Manager, under the direct supervision of the Case Management Supervisor, is responsible for providing comprehensive case management services for individual and families in Supportive Housing. The Case Manager coordinates the specific resources and services needed by the consumer as determined by in-depth screening and ongoing assessment. Working closely with the consumer, the Case Manager develops a service plan, makes needed referrals, and using evidenced-based methods, supports consumers and their families with achieving their goals.

Responsibilities

- Provides intensive case management to 20 households, both individuals and families utilizing evidence-based approaches including trauma-informed care and motivational interviewing.
- Completes initial and ongoing assessments leading to the completion of strengths-based service plans that accurately reflect the short and long-term goals of consumers.
- Documents all services provided by maintaining updated progress notes, assessments and psychosocial reports.
- Conducts home visits to support consumers monitoring their physical and emotional status and observing the condition of the apartment.
- Makes referrals to medical providers, home care, mental health and substance abuse services, legal services, detox programs, housing stability agencies, day treatment programs, independent living, and other social service agencies as needed. Monitors referrals to ensure engagement.
- Supports housing stability by assisting consumers with budgeting, re-certifications and maintenance of income and benefits.
- Assists with regular assessments for substance use making referrals to programs as needed utilizing a harm reduction approach.
- Provides assistance in securing entitlements and advocating for services and benefits.
- Maintains confidential records, logs, and charts for consumers.
- Liaisons between consumer and the Human Resources Administration (HRA).
- Provides trauma informed crisis intervention to consumers including de-escalation, risk assessment and safety planning.
- Initiates case conferences based on HASA's established set of standards and guidelines.
- Responsible for presenting assigned consumers in the weekly case conference meeting.
- Performs other duties as requested by the Case Management Supervisor, Assistant Director of Clinical Services or Deputy Director for Supportive Housing.

Qualifications

- Preferred Bachelor's Degree, Associate Degree or high school diploma with at least four (4) years of experience in social service field
- Prior experience working with those with mental illness, substance use disorder.
- Must possess the ability to work independently and handle multiple tasks.
- Bilingual-Spanish speaking a plus

Salary Range: \$45K–\$50K

Email your cover letter and resume to housingjobs@stnicksalliance.org

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