

Resident Services Case Manager

Residential Services is seeking a Case Manager to provide social services to formerly homeless individuals and families moving into newly built affordable housing in Williamsburg, Brooklyn. Under the supervision of the Assistant Director of Resident Services, the Case Manager coordinates resources and services to ensure tenant's stability and housing retention. Working closely with the tenants, the Case Manager develops a strengths-based support plan, makes referrals, and supports individuals and families with achieving their goals and integrating into the community.

Responsibilities

- Provide trauma informed case management to individuals and families utilizing evidence-based approaches including harm reduction and motivational interviewing.
- Complete initial and ongoing assessments leading to the completion of collaborative support plans that reflect the short and long-term goals of tenants.
- Document all services provided within the required timeframes by maintaining progress notes, assessments and psycho-social reports in the ETO/Social Solutions database.
- Schedule and perform in-office meetings and walks-ins with tenants to support their economic, health and social needs, and make home visits to observe the condition of the apartment.
- Refer to medical providers, home care, behavioral health and substance use services, legal services, housing stability agencies, treatment programs, educational and vocational support, and other social service agencies as needed. Monitor referrals to ensure engagement.
- Support housing stability by collaborating with property management team to assist tenants with budgeting, recertifications, maintenance of income and benefits and scheduling timely maintenance.
- Assist with the planning and facilitation of educational workshops and presentations for tenants including financial management, health and wellness and other topics that will promote community living; Schedule and facilitate tenant's association meetings, as needed.
- Provide trauma informed crisis intervention to consumers including de-escalation, risk assessment and safety planning.
- Perform other duties as requested by the Assistant Director of Resident Services or Deputy Executive Director for Social Services.

Qualifications/Requirements

- Bachelor's Degree in social work, psychology, human services or a related field.
- Experience working in social service, homelessness, housing, or a behavioral health setting.
- Bilingual (English-Spanish) preferred.
- Superior organizational, written and verbal skills.
- Ability to work independently managing multiple tasks.
- Knowledge of city and federal public benefits programs preferred.

Salary Range: \$50-\$55K, commensurate with experience

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

St. Nicks Alliance and its affiliates are Equal Opportunity Employers

St. Nicks Alliance is a 45+ year old not-for-profit community organization focusing primarily on neighborhoods in North Brooklyn. Its programs impact more than 17,000 residents annually in the areas of: Housing development and management; Tenant assistance; Workforce Development; Youth and Education; Senior Services and Healthcare