



POSITION DESCRIPTION

TITLE: Supportive Housing Case Manager

SALARY: \$40,000 - \$50,000

POSITION DESCRIPTION: The Case Manager performs several functions relative to helping clients succeed in their housing and continued work of recovery. Specifically, the case manager assesses clients' needs and goals and provides the supportive services necessary for the clients to obtain and maintain stable housing and maximize self-sufficiency and self-determination. Services are delivered based on a clients' individual goals and service plans.

EDUCATION REQUIREMENTS: Bachelor's Degree is required, preferably in Social Work, Sociology, Psychology, or related field.

EXPERIENCE REQUIREMENTS: Preference will be given to persons with experience in social services, mental illness services and homeless services.

SPECIAL SKILLS / OTHER REQUIREMENTS:

Supportive Housing Case Managers must demonstrate enthusiasm for working with a disadvantaged population: individuals who are homeless, disabled by mental illness and often co-occurring substance abuse and poverty. They provide for the safety, support, and wellbeing of clients as stated in Person Centered Philosophy and Recovery Oriented Services guidelines. Case managers shall provide the supportive services necessary for clients to maintain permanent housing and foster self-sufficiency and self-determination.

- CPR and First Aid Certification
- Electronic Health Record training
- TB Test annually
- Hepatitis B Vaccination
- Suicide Prevention training
- Communicable Diseases and Universal Precaution training
- Fire Safety
- Ongoing education & skills training
- Motivational interviewing & CBT training
- Harm Reduction and Housing First training
- Have a driver's license and insurance and be willing to transport clients

COMPETENCIES:

- Client Orientation
- Program Knowledge
- Client Assessment
- Confidentiality
- Communication
- Problem Solving & Decision Making
- Time Management & Organization
- Prioritization
- Initiative
- Leadership
- Tolerance for Ambiguity
- Attention to Detail
- Continuous Improvement
- Advocacy
- Positive Attitude

Responsibilities

- Assesses client needs and personal goals, creates a service plan addressing these, makes referrals to appropriate resources
- Monitors client progress with a minimum of one monthly home visit, offers feedback on progress.
- Maintains client records; assures that documentation of homelessness status and disability are on file and completes all assigned tasks related to documentation in a timely manner as prescribed by HUD regulations and Wellspring policy.
- Maintains confidentiality and adherence to HIPAA requirements
- Works collaboratively with team members and stays informed regarding clients' ability to manage their housing, safety, self-sufficiency, mental and physical status and recovery goals.
- Documents clients' progress toward goals in compliance with all funding, licensing, and accrediting entities
- Provides life skills coaching as necessary to support client self-determination and maintenance of permanent housing.
- Participates in monthly group supervision and bi-weekly individual supervision
- Provides linkage and referrals to community resources.
- Provides ongoing coordination and communication with medical services (physical and behavioral health providers), employment services, educational programs, etc.
- Assists and serves as an advocate in applying for and renewing mainstream benefits (SSI, SSDI, SNAP).
- Provides supportive counseling, advocacy, and crisis prevention/intervention services and makes appropriate referrals.
- Provides Life Skills support, as needed, around illness management, medication management, nutrition, household management, conflict management and shopping for food/furnishings/basic needs.