
Job description

Position Purpose

The Case Manager provides individual and family strengthening and support services and performs intensive case management activities with designated Permanent Supportive Housing Program individuals and/or families and their children in order to promote their safety, well-being and healthy interdependence within their community. This position utilizes a strengths-based perspective to conduct assessments, plan, deliver and coordinate services for individuals and/or families enrolled in the E/BFSC Permanent Supportive Housing Program

(PSHP) in scattered sites in the community to meet identified needs. Additionally, this position facilitates individual and/or family meetings, and support groups as requested and develops and maintains linkages with community resources in order to promote each individual and/or family's capacity to grow and care for their children through helping networks within the community and city-wide. All activities are conducted in accordance with the organization's established policies and procedures, contract requirements, legal requirements, and best practice standards.

Specific Duties and Responsibilities

1. **Family Support/Case Management:** (i) Establish rapport, build, and maintain relationships with individual and/or client's family members (if applicable); (ii) assess needs and risks utilizing a strengths perspective and create service plans in partnership with the individual and/or client family members and other involved parties; (iii) deliver, facilitate and/or coordinate services to meet identified needs, including food, clothing, housing, finances, education, employment, transportation, child care, respite, recreation, and legal assistance, among others; (iv) provide supportive services and skill-building in life skills, interpersonal communication, child development and behavior, crisis management, and self-advocacy, among others; (v) create formal and informal resource linkages for the individuals or families to promote long-term safety, stability and well-being **(50%)**.

2. **Documentation and Reporting:** (i) Maintain accurate paper and electronic records of all contacts and activities; (ii) organize information in a clear and concise manner; (iii) complete appropriate assessments in accordance with established agency and city-wide practice standards; (iv) document all efforts in accordance with established agency and city-wide practice standards; (v) comply with case audit and reporting procedures; (vi) maintain compliance for reporting standards **(40%)**.

3. **Community Engagement:** (i) Assist in the development and dissemination of program and organizational materials that highlight the services and programs of E/BFSC; (ii) attend community/neighborhood meetings and events to keep abreast of programs, projects and community resources; (iii) promote public participation and involvement by residents and community stakeholders in E/BFSC; (iv) serve as a representative on behalf of E/BFSC at community-based events and meetings; (v) provide resource information for maintenance of a community resource database **(5%)**.

4. **Training and Professional Development:** (i) Identify and attend trainings and professional development activities to increase knowledge and skills relevant to this position, including those provided by DHS, HFTC, E/BFSC and other entities; (ii) apply and disseminate acquired knowledge and skill sets among colleagues, PSHP individuals and families; (iii) attend case reviews, staff meetings and supervision on a regular basis; (iv) participate in annual performance evaluation and goal-setting for professional development **(5%)**.

5. Adheres to established E/BFSC policies, procedures and work habits as outlined in the Employee Manual, Evaluation Form and other written E/BFSC directives

6. Report any suspected child abuse or neglect as mandated by law.

7. Incumbent may be required to perform other duties and special assignments not specifically stated on this position description.

Qualifications Required

- Preference given to Washington DC residents; Additional preference given to Ward 5 or 6 residents Bachelor's degree in social work, psychology, sociology, counseling, or related disciplines and two (2) years of case management experience; or six (6) or more years of experience working with vulnerable and marginalized populations.

Skills and Competencies Required

- Effective verbal and written communication skills
- Effective interpersonal and teaming skills with families and colleagues
- Effective problem-solving skills
- Ability to follow confidentiality protocols
- Demonstrated computer proficiency
- Demonstrated cultural competence and responsiveness
- Demonstrated commitment to service and the well-being of individuals, families and communities
- Demonstrated skill working with individuals or families who are experiencing homelessness, stress overload, and other mental/behavioral health challenges

Other Requirements

- Valid driver's license, copy of driving record and proof of valid auto insurance
- FBI clearance, local police and Child Abuse Registry clearance
- National Sex Offender Registry clearance
- TB screening
- Drug and Alcohol Screening
- Availability during evenings and some weekends

This position description is intended to be an accurate reflection of the current job; however, it is not necessarily an exhaustive list of duties, responsibilities, activities, qualifications, or skills associated with the job. Management reserves the right to revise this position description or to require that other or different tasks are performed as changing circumstances warrant.

Job Type: Full-time