

Case Manager, PSH

Job Description:

The Case Manager, assigned to the Permanent Supportive Housing Program, serves as the Service Coordinator for assigned individuals or families in the program.

Their duties are as follows:

- Build a rapport with the participant;
- Assess the participant's strengths, needs, and preferences;
- Assist the participant in specifying and articulating his/her goals and developing their plan to reach them;
- Meet with the participant, including engaging with the participant in the home setting;
- Develop and support the participant in achieving the goals included in the participant's ISP; Facilitate and ensure connection to needed Community Services and work in collaboration with Community Agencies to ensure effective communication and participant engagement;
- Connect assigned participants and ensure their engagement in needed supportive services that will address barriers and challenges that arise;
- Track participant's engagement/participation in supportive services, workforce development, employment training;
- Complete all required case notes, housing stabilization plans, documents, files, and assigned reports related to participants/case activity;
- Develop and maintain individual participant's records/files that comply with all federal laws as well as DHS/FSA program standards;
- Complete comprehensive monthly budgets with participants; Input participant data and program activities into designated software database as assigned;
- Prepare and issue all Notices to participants (i.e. Exit, Termination, Extension Notices); Enters participant housing information into HMIS and HTH within 72 hours of lease-up.

Qualifications Required

- Bachelor's degree in social work, psychology, sociology, counseling,
- Or related disciplines and two (2) years of homeless services case management experience; or four (4) or more years of experience in homeless services case management.

Preference given to Washington DC residents. Additional preference given to Ward 5 or 6 residents.

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
- This position requires movement, stairs, and outside client contact on a very regular basis.
- This position requires the ability to speak, hear, see, and lift small objects up to 10 lbs. May require the ability to travel locally and/or regionally.
- Report any suspected abuse or neglect as mandated by law.
- Perform other tasks as necessary and/or assigned.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.