

Job Description

Job Title: Permanent Supportive Housing (PSH) Case Manager

Program: Housing Program Department

Reports To: Director of Housing

Employment Status: Exempt

Job Summary: This is a full time position within the Housing Program Department. The PSH Case Manager is responsible for providing services for participants in South Suburban PADS scattered site Permanent Supportive Housing. Primary responsibilities include; providing case management services and life skill development for formerly homeless individuals and families. The case manager's primary responsibility is to support clients in increasing their financial stability, improving their wellness, and reaching greater self-determination. The PSH Case Manager will work as part of a team to provide services.

Job Responsibilities:

Providing case management services for program participants by:

- Conduct assessments and interviews to determine eligibility for the program prior to program entry. Complete intakes and in depth assessment at program entry.
- Developing and updating action plans, case notes and other documents related to a participants file and in accordance with grant requirements. Action plans are generated based on written assessment and client buy in.
- Coordinate care and supports for clients with the Housing Team. Advocate for client's needs with peers. Staff and review cases with Housing Team.
- Providing ongoing life skills development including problem solving and skill development to aid in the participants' process of improving independence and quality of life.
- Provide specialized and targeted interventions when clients are at risk of eviction.
- Connecting participants to medical, mental health, and other supportive counseling services.
- Advocating for participants so they can obtain services specified in their action plan.
- Providing outreach in order to engage participants who do not follow through with appointments and case management.
- Establishing a broad base of knowledge of community services and communicating appropriate referrals to clients. Engaging with community partners to provide services onsite and offsite.
- On occasion conduct visits in the client's unit to ensure compliance with lease and program rules. Enlist the support of property management as appropriate for wellness checks.
- Effectively guide participants through the process of application, qualification, re-determination for SSI, SSDI, Medicaid, Medicare, SNAP, and other services as needed.
- Lead/Co-Lead monthly tenant meetings. Provide groups activities and services including educational and recreational activities. Activities can be on site or off site. Track services as per grant requirements.
- Create and publish weekly transportation schedules and monthly calendars as part of the team. Publish and distribute materials to promote groups and services.
- Distribute grant funded and/or donated goods to clients as available. Document receipt and follow grant guidelines regarding distribution.

Billing and documentation:

- Keep and maintain accurate and up to date client files. This includes data in HMIS and client's physical file.

- Complete necessary documentation for any program responsibility or third party billing.
- Track and report outcomes and provide data updates on participants as directed.

Other Responsibilities

- Participate in on site and off site trainings and meetings, as needed.
- Attend external and internal case staffing meetings as necessary to coordinate services.
- Work as part of team to ensure service delivery to all Housing Program Departments clients.
- Transport client's in agency vehicle as directed by supervisor
- Other duties as assigned.

Other: Access to personal transportation is necessary for this position.

Hours: 40 hours per week. Must be willing to work the occasional night or weekend.

Physical Demands: Ability to lift and move 50 lbs.

Knowledge, Skills, and Experience:

- Excellent Case Management skills.
- Demonstrated written and oral communication skills, ability to work as part of a team.
- Demonstrates strong skills in interviewing, engagement, assessment, planning, and advocacy.
- Demonstrates good judgment and ability to work independently.
- Demonstrates experience and ability to interact sensitively and respectfully with persons with severe disabilities (developmental, physical, mental health, substance abuse, etc) and a history of homelessness.
- Must be able to successfully manage & coordinate multiple responsibilities and simultaneous duties.

Qualifications: Bachelor's degree in the area of social service. Substance abuse and mental health experience preferred. Multiple years of experience in case management and social services preferred. Bilingual, Spanish/English preferred.

South Suburban PADS is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard for race, ethnicity, religion, sexual orientation, veteran status, national origin, or disability. While performing the duties of this job, the employee is regularly require to talk or hear, sit, use hands, reach with hands and arms, stand, walk, and use stairs.

To Apply: Applicants should submit a cover letter and resume via email to Ms. Regina Stevens at reginas@sspads.org