**Case Manager**

The Case Manager is responsible for providing comprehensive support services to clients residing in a **DHS single adult shelter**. This role requires a strong understanding of housing resources, the **CARES system**, **Independent Living Plans (ILPs)**, and client-centered case management. The Case Manager will assist clients in achieving self-sufficiency by developing individualized service plans, connecting them to community resources, and supporting successful transitions into permanent housing.

**Key Responsibilities**

**Case Management & Client Support**

* Manage a caseload of clients and provide individualized case management services.
* Develop, implement, and monitor **Independent Living Plans (ILPs)** tailored to client needs and housing goals.
* Assist clients in overcoming barriers to housing, employment, benefits, and healthcare.
* Conduct regular **unit inspections** to ensure compliance with shelter and DHS standards.
* Maintain frequent and consistent contact with clients to monitor progress and provide ongoing support.

**Housing Assistance & Resource Navigation**

* Utilize knowledge of NYC housing programs, including **HUD**, **SROs**, **CityFHEPS**, and other housing subsidies, to secure stable housing for clients.
* Collaborate with Housing Specialists to expedite placements into permanent housing.
* Educate clients on tenant rights, housing readiness, and program expectations.

**Documentation & Reporting**

* Accurately enter and update client information in the **CARES system** and other DHS databases.
* Maintain up-to-date, organized, and complete case files in compliance with DHS and agency guidelines.
* Participate in **case reviews** and audits to ensure program compliance and quality service delivery.
* Prepare progress reports and maintain accurate documentation of all client interactions.

**Collaboration & Advocacy**

* Work closely with supervisors, program staff, and external providers to coordinate services and advocate for client needs.
* Attend case conferences, team meetings, and professional development trainings as required.
* Build relationships with community-based organizations to enhance client access to resources.

**Qualifications**

* **Education:** Bachelor’s Degree in Human Services, Social Work, Psychology, or related field required.
* **Experience:**
	+ Minimum **1–2 years of experience** working within a **DHS shelter setting**.
	+ Proficiency with the **CARES system** required.
	+ Familiarity with NYC housing programs, including **ILPs**, **CityFHEPS**, **HUD**, **SROs**, and independent housing placements.
	+ Experience conducting **unit inspections** and ensuring client compliance with shelter policies.
* Excellent written, verbal, and interpersonal communication skills.
* Strong organizational skills with the ability to manage multiple priorities.
* Demonstrated ability to work with diverse populations, including individuals with mental health challenges, disabilities, or substance use disorders.

**Preferred Skills**

* Bilingual in English and Spanish or another language.
* Knowledge of trauma-informed care and motivational interviewing techniques.
* Familiarity with DHS policies, housing subsidies, and shelter regulations.