**Case Manager**

The Case Manager’s responsibilities are to help the program clients address problems ranging from benefits needs, family issues, health and work issues, and other life events and problems.

LGBTQA+ Friendly is a must. DHS, Housing, CARES is a plus!

Key Responsibilities

* Participate in the intake of people for admission to the housing program, by

conducting review of documentation and registration of client details.

* Following development of initial assessment, conduct at least semi-annual

assessment of residents.

* Develop initial individualized service plan with residents in accordance with the

resident's desires, needs, and strengths.

* Review service plan at least quarterly and revise as necessary in accordance with

the resident's desires, needs goals and progress.

* Ensure that objectives and services/methods included in the service plan relate to

goals in the service plan and relevant for the resident.

* Provide direct assistance to residents in daily life skill areas in which the resident

may be deficient and requires skills training.

* Record the progress of residents within required documentation systems and work

with other program team members to ensure client issues are resolved.

* Make referrals of residents to local supportive service providers.
* Respond to resident crisis, emergencies and other situations that require immediate

staff involvement and actions.

* Collect funds for monthly rent and other resident contributions and provide funds and

documentation to the agency’s Finance Department.

* Ensure that program operations standards meet program quality standards and

compliance with all regulations – local, state or federal.

* Perform related duties and responsibilities as required by the immediate supervisor.

Qualifications: Bachelor’s degree in a human service field. Related experience and experience working with people with health, housing and poverty issues is helpful.