**Stepping Stone Emergency Housing**

**Job Description**

**Job Title:** Case Manager

**Reports To:** Program Director

**Status:** Full-time Exempt

**Starting Compensation:** $18-$22/hour - DOQ

**Purpose:**

The primary function of the Case Manager is to provide assistance to SSEH residents with navigating available resources both public and private for which they are eligible. Additionally, to provide guidance for the development and ongoing monitoring of Housing Plans for SSEH residents.

**Responsibilities:**

* Provide holistic and comprehensive services to all SSEH residents including;
  + Conduct CM/resident orientation assessment
  + Develop a Housing Plan with residents
  + Provide ongoing Housing Plan progress monitoring
  + Conduct SMAC Coordinated Entry Assessment
  + Advocate for residents
  + Provide referrals for residents as needed
* Meet with all assigned residents at least bi-weekly to assess their current needs and to monitor progress on their Housing Plan.
* Connect residents to community resources both public and private. Follow-up with residents and community agencies as appropriate to document use of the community resource(s) and success of the referral.
* Attend monthly case consults.
* Ensure all documents submitted on behalf of residents are current and valid.
* As needed contact landlords to advocate for and assist residents with their housing search.
* Referrals to Bridging as needed for residents moving out of SSEH.
* Responsible for data entry and management (HMIS & Client Track) for all assigned clients.

**General Responsibilities:**

* Maintain thorough records for all documentation assigned to this position.
* Attend and participate in staff meetings, staff training programs, supervisory sessions, and accept the responsibility of aiding with the development of positive team relationships as requested.
* Adhere to all SSEH policies, procedures, and Code of Ethics.
* Confidentiality
  + Resident issues may never be discussed with other staff in the front office (window area), lobby or any other area where residents are around. These discussions must take place in the back office up front or in a private office.
  + SSEH staff may not talk about one resident to another resident.
* Perform other duties as assigned by Program Director or Executive Director.

**Qualifications:**

* Bachelor’s degree in Social Work or related field.
* Licensed with the Minnesota Board of Social Work preferred (LSW).
* Experience working in a social service setting (one year at least).
* Knowledge of community resources and counseling/social work practices with high risk populations.
* Experience working with individuals in crisis.
* Good documentation skills.
* Excellent written and verbal communication skills.
* Ability to establish rapport with SSEH residents.
* Ability to motivate others towards achieving goals.
* Ability to work independently with a strong sense of focus, task orientated, non-judgmental, has a clear sense of boundaries.
* A strong sense of and respect for confidentiality involving both SSEH residents and co-workers.
* Ability to work in a variety of settings with culturally diverse people and communities, being culturally sensitive and appropriate.
* Having and maintaining a current motor vehicle license and have available a licensed and insured motor vehicle to use for employment related tasks.
* Proficient in the use of computers and the Microsoft Office Suite.
* Must pass background study, per MN Department of Human Services guidelines.

**Staff Name:**

**I have read and understand the responsibilities of my job description as listed above.**

**Staff Signature­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_/\_\_\_\_/\_\_\_\_**

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