**Stepping Stone Emergency Housing**

**Job Description**

**Job Title:** Community Based Case Manager

**Reports To:** Program Director

**Status:** Full-timeNon-Exempt

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

**Purpose:**

The Community Based Case Manager is responsible for providing ongoing, structured case management services to individuals participating in the LTH Housing Program, including housing search and placement, intake, screening, referrals, and monitoring. This position ensures that clients have goals, written plans, and the supportive services to achieve these goals. In addition, the Community Based Case Manager builds and maintains community relationships.

**Responsibilities:**

* Assist clients in the LTH Housing Program in accessing safe, secure, and affordable long term housing options (assessment, goal planning, weekly contacts, and regular (minimum of 1) in-home visits per month).
* Maintain confidential case files, and ensure timely and accurate documentation.
* Develop individual goal plans with clients and provide supports necessary to achieve goals:
	+ Coordinate supportive services, independent living skills assistance, and connection to community resources in regards to physical health, mental health, transportation, and access to food.
	+ Assist with accessing employment/vocational services, budgeting/financial literacy classes, as well as any other mainstream resources.
	+ Assist with community integration in regards to leisure/recreation, spirituality/religion, civic engagement, and peer support.
* Build relationships with landlords to help clients find and maintain housing:
	+ Be a resource to the landlord if problems arise with the client.
	+ Provide landlord-tenant support and mediation.
* Build and maintain community relationships to ensure effective coordination of services

**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.
* Maintain the highest level of 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 (minimum of one year).
* 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 community based housing 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.
* 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.
* Have and maintain a current motor vehicle license and have available a licensed and insured motor vehicle to use for resident related tasks.
* Proficient in the use of computers, the Microsoft Office Suite, and ClientTrack.
* Successfully 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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