



POSITION DESCRIPTION

Case Manager

Reports to: Program Director

Status: Full-time, Non-Exempt

Salary Range: \$45,000-\$50,000 DOE

Purpose:

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

Responsibilities:

Case Management & Documentation – 50%

- Provide holistic and comprehensive services to all SSEH residents, including;
 - Conduct Case Manager & Resident Orientation assessments
 - Develop Housing Plans with residents
 - Provide ongoing Housing Plan progress monitoring
 - Conduct SMAC Coordinated Entry Assessments
 - 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.
- Ensure all documents submitted on behalf of residents are current and valid.
- Responsible for data entry and management (HMIS & Client Track) for all assigned clients.
- Maintain thorough records for all documentation assigned to this position.
- Adhere to all SSEH policies, procedures, and Code of Ethics.
- Maintain 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.
- Transport residents to and from resident appointments as it relates to their Housing Plan, as agreed upon.
- Perform other duties as assigned by Program Director or Executive Director.

Community Outreach & Resident Resources – 25%

- 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.
- 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.

Team Development – 25%

- Travel to and from the main shelter for team and supervision meetings, up to 2 times per month.
- Attend monthly case consults.
- 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.

Qualifications:

- Preferred Qualifications: Licensed Social Worker with the Minnesota Board of Social Work preferred (LSW).
- Minimum of Bachelor’s degree or equivalent experience in human services, social work or working with people experiencing homelessness.
- 2-3 years’ experience in providing advocacy, understanding the needs of those experiencing homelessness, homeless response systems, Housing Stabilization Services, and Housing Supports, formerly known as Group Residential Housing (GRH).
- 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.
- Possess and maintain 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.

About Stepping Stone Emergency Housing:

Stepping Stone Emergency Housing provides emergency shelter and critical support services to program participants, 18 and older, who are experiencing homelessness as they strive towards self-sufficiency. We are a one-of-a-kind organization whose staff walk alongside our residents to break their cycle of homelessness. We have three different programs: Shelter, Community Program, and Hotel.

- **Shelter:** Located in Anoka, the Stepping Stone Shelter program is more than “just” a place to sleep for the night. We’re a temporary but short-term home for 66 men and women. This means we’re staffed 24/7 with a bed to call their own, three meals a day, laundry, showers, and much more. Our Case Managers and Shelter Advocates work with residents one-on-one to create and execute an individualized plan to help them move from homelessness to self-sufficiency.
- **Community Program:** Stepping Stone’s Community program offers case management and critical support services for up to 20 stably housed within Anoka County residents.
- **Hotel:** Stepping Stone’s Hotel program was formed due to the COVID pandemic. Limited residents are located at a hotel in Anoka, while there are 50 additional residents between two hotels in Washington County (Forest Lake and Stillwater). The goal for both Stepping Stone and Washington County is to discontinue the use of these hotels and develop a static, congregate shelter similar to the facility in Anoka.

Stepping Stone is the only organization of its kind in the counties of Anoka, Washington, Dakota, Scott, and Carver. We are part of the Suburban Metro Area Continuum of Care.

Staff Name:

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

Staff Signature _____ **Date** ____/____/____

We are an equal opportunity employer and strongly encourage BIPOC, LGBTQIA+, veterans, persons with disabilities, people with lived experience, members of marginalized communities, and non-traditional applicants to apply.

To apply for the Case Manager position, please send your resumé and cover letter to humanresources@steppingstoneeh.org.