

## **St. Stephen's Human Services**

### **Job Description**

<b>Title:</b>	Case Manager
<b>Supervisor's Title:</b>	CHHP Supervisor
<b>Schedule or Hours:</b>	40 hours per week M- F
<b>Benefits:</b>	Full benefits eligible

### **Position Overview**

The Housing Case Manager will work with long-term homeless adults who are frequent users of Hennepin County jail, workhouse, and shelters helping them find and maintain housing. They will mainly be responsible for providing services to clients with a chemical health diagnosis responding to each participant's unique needs and goals by providing on-going support, advocacy, and assistance in accessing community services to ensure stability in housing and integration in the community.

### **Job Responsibilities**

- Conduct outreach to potential participants in the streets, shelters, or other locations.
- Coordinate services with the St. Stephen's Street Outreach Team and other ELTH Programs.
- Network with other agencies and individuals to help access housing.
- Build and maintain relationships with landlords willing to provide housing for participants.
- Assist clients with completion of necessary forms to access housing.
- Review with each participant issues of renter expectations, renter/landlord conflict resolution, and tenant rights.
- Assist in administering rental assistance.
- Assist participants to secure and maintain housing, apply for benefits, and assist with accessing and moving furnishings.
- Maintain a caseload of approximately 15 case management participants.
- Offer regular and quality contact with participants to maintain trust, to assist in crisis prevention and to assist in meeting individual needs.
- Develop individual service plan with participants and provide supports necessary to achieve goals.
- Assist in crisis prevention/intervention when needed to ensure housing stability.
- Communicate and coordinate services with all other staff. Attend and participate in team meetings.
- Provide flexible services during times that meet needs of participants.
- Maintain participant files and develop reports as required.
- Assist in developing and leading daily group programming.

## **Qualifications**

- Very broad knowledge of housing resources.
- Three or more years of experience working with single adults who have experienced long-term homelessness or personal experience with homelessness.
- Experience with mental health and chemical health issues.
- Experience with community corrections.
- Must be computer proficient.
- Must be capable of independent travel, Must have valid Minnesota driver's license, good driving history, access to a reliable automobile, and current insurance certificate meeting or exceeding state requirements.
- Strong track record of responding effectively to the complexities of participants' lives and the challenges and conditions associated with long-term homelessness, regular chemical use, mental illness, and ongoing interactions with community corrections.
- Working knowledge of the harm reduction/housing first model.
- Bilingual skills preferred.