

Position: Outreach Case Manager

Reports to: Coordinated Entry/Outreach Coordinator

FLSA Status: Non-Exempt

Full or Part-time: Part - time

Summary

The Outreach Case Manager will be responsible for providing outreach, case management services and referral services to chronically homeless individuals within the City of Atlanta.

Primary Responsibilities

- Work as directed to support the HOPE Atlanta organization and team members
- Provide connection to coordinated entry services to include performing mobile assessments where clients are located, referring/connecting clients to immediate shelter and providing ongoing navigation to assist that client with obtaining permanent housing
- Connect participants to community resources for treatment, life skill programs and employment assistance
- Develop an Individual Service Plan (ISP) for each client/case and document in the ClientTrack HMIS system, as well as make referrals to other service providers to support improved access to mainstream benefits
- Provide weekly report to Outreach Coordinator of all clients engaged, enrolled, housed and/or connected to resources and services
- Keep detailed records of the areas of the city where people staying outside have been engaged

Additional Responsibilities

- Complete ClientTrack eligibility screens for each participant
- Enter case notes in ClientTrack HMIS system within 48 hours of contact
- Maintain case files for each individual enrolled in ClientTrack HMIS system

Knowledge, Skills and Abilities

- Knowledgeable of mental illness, addiction & PTSD
- Knowledgeable of Outreach programs

- Proficient in MS Office Suite, ClientTrack, and database systems, etc.
- Flexible and ability to multi-task
- Excellent verbal, written and communication skills

Education

- Bachelor's Degree in Social Work, Psychology or in related field of social services and/or (4) four years' experience working with homeless population or some equivalent combination of education and experience
- Possess a valid Georgia driver's license, with a good driving record and reliable transportation

Keith
9/13/19
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