

Position: Outreach Case Manager

Reports to: Director of Emergency Services

FLSA Status: Non-Exempt

Full or Part-time: Full- Time

Summary

The Outreach Case Manager conducts street outreach on a regular basis and in-office connections, searching for and engaging individuals who are chronically/ literally homeless, at risk of becoming homeless, indigent, and/or distressed with a severe and persistent mental illness (SPMI) and those with co-occurring substance use disorders (Dual-Diagnosis) in Atlanta. Case managers are responsible for case management, customer service, and referrals to appropriate resources and services. The Outreach Team conducts street outreach to identify homeless individuals with mental illness by engaging them with connections to community mental health services and mainstream resources to end homelessness.

Primary Responsibilities

- Provide coordinated entry services with thorough-assertive engagement 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/supportive housing
- Develop an Individual Service Plan (ISP) for each client/case and document in Client Track HMIS system and make referrals to other service providers.
- Provide weekly reports to the 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
- Client Track eligibility screens for each participant
- Enter case notes in Client Track HMIS system within 48 hours of contact
- Maintain case files for each engaged individual
- Provide nightly/monthly reports to senior leadership and stakeholders
- Provide outdoor relief services and access to referrals for other resources

Additional Responsibilities

- Maintain case files for each individual enrolled in Client Track HMIS system
- Enter case notes in Client Track HMIS system within 72 hours of contact
- Attend monthly department meetings as directed
- Maintain ongoing communication with partnering agencies
- Participate in HOPE Atlanta community events as requested

Knowledge, Skills and Abilities

- Must be able to work with persons experiencing SP/MI, elderly, chronically/literally homeless, disabled veterans, HIV/AIDS, LGBTQ community, abductions, human trafficking, and the working poor
- Must be able to visit shelters, jails, hospitals, and places/spaces not meant for human habitation, i.e., highway off-ramps, under bridges, encampments, abandoned buildings
- Ability to work as a team and independently
- Ability to work in collaboration with the Atlanta Police Department, and other law enforcement/governmental agencies
- Compassion for those served and customer service oriented
- Diversity and cultural awareness
- Ability to approach, engage and connect with potential clients professionally
- Ability to communicate written and verbal - trust transition
- Ability to apply nonviolent crisis intervention principles to daily situations
- Ability to attain and maintain SOARs Certification
- Basic knowledge of the effects of drugs, alcohol, and addictions on individuals, families, and communities.
- Problem-solving capabilities
- Knowledge of community resources and ability to build community partner relationships
- Ability to use electronic media
- Maintain client information and records in a confidential manner
- Ability to learn and use Client Track HMIS and Microsoft Office 365 Suite
- Possess a valid Georgia Driver's License with an insurable driving record.

Qualifications/Requirements

- Bachelor's Degree in Social Work, Psychology or in related field of social services and (4) four years' experience working with homeless population or some equivalent combination of education and experience
- Four years (4) experience working in outreach with the homeless population and/or related vulnerable communities preferred, or some equivalent combination of education and experience
- Possess a valid Georgia driver's license, with a good driving record and reliable transportation
- Certified Peer Specialists (CPS) in Mental Health and/or Addiction are recommended to apply.