

Position: Permanent Supportive Housing Case Manager

Reports to: Director of HUD Supportive Services

FLSA Status: Exempt

Full or Part-time: Full - time

Summary

The Permanent Supportive Housing Case Manager will be responsible for providing case management and referral services to individuals serviced through the agency's Permanent Supportive Housing Program.

Primary Responsibilities

- Perform initial intake assessment to determine individual need
- Provide linkage to medical care, mental health care, and substance abuse services
- Work with shelter to identify safe, affordable housing and permanent housing
- Provide individual and group counseling information to individuals and /or family members regarding addiction issues, resources, and services availability
- Assist with negotiating lease terms with property managers and landlords
- Maintain ongoing communication with shelter and those that will partner in client's care
- Maintain regular contact with clients through shelter visits and via telephone
- Document goals, progress, barriers, services provided, and other pertinent information
- Review progress of clients periodically
- Provide direct services to individuals for reunification services, food, emergency lodging, rental deposits and transportation
- Provide individuals with other options if not eligible for reunification
- Provide linkage to other agencies that provide emergency services
- Follow up with clients after they arrive at their destination
- Provide regular reports to accounting staff regarding expenditures
- Create success stories with accompanying photos for United Way reporting
- Perform crisis counseling (when appropriate)
- Perform other emergency service related duties as assigned

Additional Responsibilities

- Complete PATH eligibility screens for each participant
- Maintain case files for each individual enrolled in CleintTrack HMIS system



- Complete and provide monthly reports to program manager
- Enter case notes in ClientTrack HMIS system within 48 hours of contact
- Attend community resource meeting as directed
- Maintain ongoing communication with partnering agencies
- Participate in HOPE Atlanta community events as requested

Knowledge, Skills and Abilities

- Strong organization, critical thinking, problem solving, communication and creative skills
- High aptitude for learning and ability to work with technology and people
- Proficient in MS Office Suite, Pathways, and database systems, etc.
- Flexible and ability to multi-task
- Able to function in a team environment
- Excellent verbal, written and communication skills

Qualifications/Requirements

- Bachelor's Degree in Social Work, Psychology or in related field of social services
- Experience working with homeless population
- Possess a valid Georgia driver's license, with a good driving record and reliable transportation