

Crossroads Community Ministries

Housing Case Manager

Job Description

Crossroads Community Ministries (CCM) is seeking a self-motivated individual with excellent communication and networking skills to serve as a Housing Case Manager in our *Door-to-Door Housing Initiative*. Reporting to the *Housing Program Manager*, the Housing Case Manager will be responsible for developing and facilitating services and partnering with community resources to address the needs of an assigned case load. Case management will involve screening, intake, assessment, service plan development, monitoring, linkage to appropriate community resources, follow up, appropriate discharge and tracking. We incorporate five components in case management.

1. Comprehensive Assessment
 - a. Service plan development
 - b. Goal setting
 - c. Vocational/job readiness
 - d. Life skills
2. Service Coordination
 - a. Linkage to needed resources (primarily documentation)
 - b. Improve access to services
 - c. Individualized support
3. Case Management Services
 - a. Regular office visits
 - b. One on one interaction
 - c. Individual education sessions
4. Reassessment
 - a. Evaluation of current service plan
 - b. Continued program participation
 - c. Development of transition plan
 - d. Upon completion of program case manager will follow up every 30, 60 and 90 days with each client.

Guidelines:

1. Provide on-going assessment and support.
2. Maintain thorough and complete record of client's activity/progress.
3. Accurately identify and prioritize at risk client population.
4. Document results of above components in HMIS.
5. Demonstrate knowledge and skill necessary to provide service appropriate to the age/maturity/mental capacity of the client.
6. Change practice behavior as a result of data by client.
7. Prepare and submit reports to supervisor as requested.
8. Handle difficult situations in a discreet manner.
9. Set goals and time frames for achievement of goals. Also set goals for transition to

permanent or support housing.

Housing Case Manager candidates must demonstrate proficiency in use of databases (Microsoft Excel and HMIS), curriculum development/implementation, organization and communication. Initiative, flexibility and time management are keys to success in this role. CCM is seeking an individual with 5+ years of experience in social services, support services, and/or case management. A Bachelor's or Master's degree in social work is preferred.

This is a full-time position physically located in Atlanta (420 Courtland St. NE) and will include responsibilities at the CCM offices as well as program partner sites. Salary range is \$40,000 - \$45,000 based on education and demonstrated experience, along with insurance and retirement benefit options and paid time off.

Education

Bachelor or Master's degree in social work, non-profit management or a related discipline is required.

Experience

Minimum five years demonstrated success in case management, social services or support services.

Demonstrated track record of successful program development and implementation.

Intermediate knowledge of Microsoft Office.

Excellent written and verbal communication skills.

Environmental and Working Conditions

Normal internal office environment. Local travel estimated at 30-35 % (can be up to 8-10 days or more in a month – including weekends – depending upon scheduling requirements). The individual selected for this position must possess and maintain a valid driver's license and be able to navigate areas of the country by using a map or other direction methods.

Physical and Mental Requirements

High energy level, comfortable performing multi-faceted projects in conjunction with day-to-day activities. Superior interpersonal abilities. Ability to get along with diverse personalities, displaying tact, maturity and flexibility. Good reasoning abilities and sound judgment. Skills essential for successful communications include speaking and writing. Must be physically able to travel by air, car, train or other modes of transportation.

For more information about our organization, please visit our website at www.crossroadsatlanta.org.

Job Type: Full-time

Wage: \$40,000 - \$45,000 plus benefits

Interested applicants should forward a cover letter and resume to Tony Johns, Executive Director, at tony@crossroadsatlanta.org.