



DEMANDING CHANGE  
Ending Homelessness

**Position:** Case Manager, Diversion Specialist

**Location:** Newark New Jersey

**# of Openings:** 1

### **Who are we**

Bridges is a rapidly expanding, leading non-profit organization specializing in ending homelessness. Bridges began as an outreach organization feeding people experiencing homelessness. Today these outreach services act as a gateway to forming relationships with our clients, for Bridges to offer individual case management services focusing on ending and preventing experiences of homelessness. This unique offering has contributed to our remarkable growth and is the differentiator that sets Bridges apart from other organizations. Our team has worked hard to build a reputation of meeting people where they are physically and mentally, by consistently and effectively providing solutions for housing, by growing our impact in Essex and Union counties, by continuously improving, and by focusing on exceeding the expectations of our clients, our service partners, our volunteers, and donors. If you have a startup mentality, are excited about helping people experiencing homelessness, and are passionate about impact driven work, join Bridges as we strive to give all of our clients a front door of their own.

### **Who are we seeking**

We are currently looking for a highly motivated compassionate self-starter to be an integral part of our Project Connect Team. A person who can solve problems, find creative ways to keep individuals and families from entering into the shelter system while forming solid relationships with our clients who are seeking assistance from City and County agencies regarding their homelessness or imminent risk of homelessness. Our Case Manager, Diversion Specialist needs to be able work independently as well as part of a team. They need to exude professionalism, be service oriented, attentive and dependable. This position services our clients and works closely with external agencies.

### **What will you do**

This position will be based at a Bridges Outreach Project Connect drop-in center, in Newark. The function of this position is to provide supportive services to individuals and families to help them overcome barriers to housing. Services may include, but are not limited to, assisting the individual with gathering documentation, understanding income, accessing appropriate services to prevent clients from entering into the shelter system, and any other services that can assist to improve his/her quality of life. A Case Manager, Diversion Specialist will maintain legible and complete files on their client portfolio and prioritize their time based on the deadlines for applications and reporting. This person will also:

- Assist with clients with:

- obtaining entitlement benefits including GA, SSI, TANF, SNAP, etc,
- attaining various forms of identification including birth certificates and social security cards
- filling out applications for supportive and subsidized housing
- research potential locations for affordable rental housing
- building relationships with prospective landlords
- identify appropriate permanent housing options
- maintain a mechanism to track and follow the progress of the client to ensure the client stays housed
- Act as a liaison between clients and agencies rendering services to clients within your caseload
- Develop and maintain links to social service agencies and referral sources
- Collaborate with community substance abuse and mental health providers to ensure seamless referral services and to provide ongoing information, referrals, linkages, and advocacy for all other identified needs.
- Create program case-related reports by documenting and tracking client progress according to program standards
- Develop service/goals plans, monitor, and evaluate clients progress conduct supportive counseling
- Record/Document all intake interviews and subsequent meetings
- Conduct or refer clients to healthy living and stability workshops (i.e. budget fiscal management, daily life skills, tenant rights and other related topics)
- Provide oversight for and work in tandem with volunteers and interns
- Participate in, and help run and maintain, the Case Managers' Collaborative, composed of case managers from other agencies in the County also serving the needs of homeless persons, to share best practices and provide resources to all.
- Join weekly case conferences; attend staff meetings and trainings as required
- Take part in other duties and projects as it relates to the team, as assigned

### **What are the requirements**

- BA or BSW in social work and/or related field (e.g. Psychology, Sociology, Counseling)
- 2 years experience providing case management services in a health or social service setting, preferably with homeless persons
- Valid Driver's License, with no points
- Excellent written and oral communication skills
- Demonstrates cultural competence and understanding
- Proficiency in Microsoft Word and Excel or Google Docs and Sheets

### **Additional Qualifications, Strengths and Skills**

- Bilingual (English/Spanish)
- Notary or willingness to obtain status (Plus)