



**Title:** Lead Case Manager

**Reports To:** Program Manager, Project Connect

**Revised:** 06/04/2021

Bridges Outreach, Inc. believes that Outreach Workers are a key component to eradicating homelessness. We are looking for a Lead Case Manager with caring hearts and a high attention to detail and data quality.

Reporting to the Program Manager of Project Connect, in Newark, this position will provide direct supervision for Bridges Outreach and Engagement program. The Lead Case Manager you will assist the team with strategies to optimize outcomes for individuals and families experiencing homelessness. The ideal Lead Case Manager will have previous experience working with the chronically homeless populations. To help those overcome barriers to housing. Services may include, but are not limited to, assisting the individual with shelter placement, gathering documentation, increasing income, accessing appropriate mental and physical health services, and any other services that can assist an individual to improve his/her quality of life.

### **Responsibilities**

- Manage Outreach & Engagement Program in the City of Newark
- Coaching Outreach teams, analyzing data gleaned from Outreach reports, and problem-solving issues which arise during and from Outreach & Engagement
- Assist clients with obtaining entitlement benefits including (GA, SSI, TANF, SNAP, etc.); and help them to obtain various forms of identification including birth certificates and social security cards.
- Assist with applications for supportive and subsidized housing and research potential locations for affordable rental housing; build relationships with prospective landlords and identify appropriate permanent housing options.
- Collaborate with community substance abuse and mental health providers to ensure seamless referral services and provide ongoing information, referrals, linkages, and advocacy for all other identified needs.
- Document and track client progress, (Sales Force and HMIS, etc.) according to program standards; and prepare case-related reports including, but not limited to, demographics, outcomes, successes, and challenges. You will also participate in Case Collaborative comprised of case managers from other agencies in the City/County also serving the needs of people experiencing homelessness, to share best practices and collaborate on resources for all clients.
- Develop service/ goals plans, monitor, and evaluate clients' progress conduct supportive counseling
- Conduct or refer clients to healthy living and stability workshops (i.e. budget fiscal management, daily life skills, tenant rights and other related topics)

- Develop and maintain links to social service agencies and referral sources
- Act as a liaison between clients and agencies rendering services to clients within your caseload
- Maintain legible complete files and reporting deadlines
- Participate in weekly case conferences; attend staff meetings and trainings as required
- Provide oversight for and work in tandem with volunteers and interns
- Other duties as assigned

### **Qualifications**

MSW Required

Minimum two years' experience providing case management services in a health or social service setting, preferably with homeless persons

Valid driver's license

Excellent written and oral communication skills

Capacity to analyze data for decision making and problem-solving

Demonstrates cultural competence and understanding

Proficiency in Microsoft Word and Excel

Job Type: Full-time