



Position: Case Manager/Social Service Navigator for People Experiencing Homelessness

Reports To: Director of Case Management

Revised: 7/1/2021

Summary: Bridges Outreach is seeking a passionate, client-centric professional who can meet people where they are and with endless positive regard. The ideal candidate will have experience working with people who are experiencing homelessness and/or substance use disorder and/or mental illness.

Responsibilities:

The function of this position is providing Supportive Services to individuals and families to help them overcome barriers to housing and to find a home. Services may include, but are not limited to, assisting the individual with gathering documentation, increasing income through benefits and entitlement programs, accessing appropriate mental and physical health services, and any other services that can assist an individual to improve their quality of life. You will:

- 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.

You will also 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, and help to run and maintain, the Case Managers' Collaborative, comprised of case managers from other agencies in the County also serving the needs of homeless person, to share best practices and provide resources to all.

- Develop service/ goals plans, monitor, and evaluate clients progress conduct supportive counseling
- Record 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)
- 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: General: Ability to work independently and as part the team. Ability to exercise mature and professional judgment. Good problem solving and conflict resolution skills. A highly motivated self-starter with the ability to coordinate multiple projects and tasks.

Required Qualifications

- BA in social work and/or related field (e.g. Psychology, Sociology, Counseling)
- 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
- Demonstrates cultural competence and understanding
- Proficiency in Microsoft Word and Excel