



<b>Job Title:</b>	Supportive Housing Case Manager
<b>Department:</b>	Housing Services
<b>Program:</b>	Supportive Housing
<b>Reports To:</b>	Supportive Housing Program Manager
<b>FLSA Status:</b>	Nonexempt

### About Caritas of Austin

Caritas of Austin provides a service continuum for those experiencing poverty that begins with a safety net and links them to resources to achieve self-sufficiency.

We envision a community where there is respect for all individuals, hope for those experiencing poverty and opportunities for self-reliance.

At Caritas of Austin, our hope for our clients, staff, volunteers and community is demonstrated through Commitment, Equity, Respect and Support.

### Position Summary

The Permanent Supportive Housing case manager is responsible for providing case management services to single adult unaccompanied residents of Caritas' housing programs. Professional responsibilities are: outreach, intake/assessment, development of an on-going self-sufficiency service plan based on the three basic areas of income, housing, and self-care; referral to other social service agencies and community resources for appropriate assistance plus follow-up on referrals, client advocacy, education and training. Creating and maintaining good working relationships with the property manager of the site is also an expectation. Other professional actions may include referral to substance abuse and detoxification and mental health facilities (residential and outpatient treatment). The goal of case management is to hold a space for the tenant to process the issues that contributed to their homeless status, to provide objective feedback and to assist the client in making a planned transition from a chronic homeless lifestyle to stability in income, housing and self-care.

### Essential Duties & Responsibilities

1. Receive and assist client referrals through Coordinated Assessment; responsible for documenting eligibility and maintaining full capacity of program.
2. Provide comprehensive, timely, and relevant case-management services to address client needs and optimize service coordination.
3. Provide regular and timely opportunities for face to face meetings to assure participant's progress toward self-sufficiency.
4. Link participants with other agencies and organizations that assist with educational and career planning.
5. Develop contacts with public and private sectors for education and training opportunities.
6. Examine and evaluate goals, objectives and operations of the Permanent or Transitional Supportive Housing program (as appropriate) with the Program Manager.

### Supportive Housing Case Manager Job Description – November 2016



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7. Work creatively and professionally with other case managers and Program Manager to determine best integration of activities and resources for clients within the agency and community.
  8. Work with the Program Manager to develop and maintain necessary contracts for service.
  9. Engage in appropriate teamwork functions in order to provide a professional working environment and effective service delivery.
  10. Manage case data by documenting client contacts, goals and outcomes in the Service Point data base system. Prepare and maintain accurate records and reports for the agency and grantor.
  11. Participate in regular staffing meetings with other Caritas Housing Programs staff, monthly department meetings, and monthly all-staff meeting.
  12. Monitor expenses and provide fiscal management of client assistance as needed by accounting department.
  13. Perform other duties as required.

### Qualifications

#### EDUCATION & EXPERIENCE

- Bachelor's Degree in Social Work or related field required; Master's Degree in Social Work or related field preferred
- Social Work certification/license preferred
- One year required, two years preferred, case management experience with at least one year working with dual diagnosis clients and/or the homeless population.
- Bilingual: English and Spanish (preferred)
- American Sign Language helpful
- Dependable transportation required

#### COMPUTER SKILLS

Experience working with various software programs: word processing, spread sheet and database.

#### How to Apply

Please email cover letter and resume by June 9 to [supportivehousingjobs@caritasofaustin.org](mailto:supportivehousingjobs@caritasofaustin.org) No phone calls please. Please provide your desired salary requirements.

#### Benefits

Paid Time Off

Medical/Dental/Vision Insurance

Life and Disability Insurance

Paid Holidays

Retirement Plan with Employer Match

EAP (Employee Assistance Program)