



Permanent Supportive Housing

Job Description: Case Manager

Overview: The Case Manager is a source of support and guidance to individuals experiencing homelessness in Buncombe County. Case Managers are trained to assist individuals with identifying barriers to housing stability and engage in goal planning that aims to link individuals to the resources and skills that they need in order to achieve long-term housing stability. This person must have a Bachelor's degree in human services, social services, or comparable experience. Applicant must also have experience working with mental illnesses and substance abuse disorders. Most importantly, we are looking for individuals that have passion for the work and compassion for all people experiencing homelessness in our community, no exceptions.

Schedule and compensation: This is a full time, non-exempt position paid hourly.

Education/Experience Requirements:

- Bachelors of Social Work or related degree; graduate degree; or comparable experience
- Prior experience with homeless population or populations with high clinical needs

Responsibilities:

- Work with each client to develop and/or strengthen their goal plan according to individual goals and objectives
- Maintain contact with all housing clients on a scheduled basis, appropriate to their particular status and needs
- Ensure that client interactions are person-centered, goal-focused and reflect each client's goal plan
- Build professional relationships with clients, providers, and community partners
- Provide clients training in the areas of personal hygiene, accessing community resources, medical adherence, household management or other needs as outlined in the client's goal plan
- Exercise patience, understanding, and concern for each client's well-being, safety, development, and enjoyment of life
- Provide transportation to clients when required
- Make referrals to supportive services in our community as appropriate and support client in navigating this process
- Facilitate move-in process
- Be an effective mediator and advocate for all housing clients
- Effectively use HUD tools and ensure compliance with data standards and record-keeping as required by HUD and Homeward Bound
- Document all client interaction and maintain accurate paperwork/reports

- Perform annual re-certifications and inspections for each client and accurately update files as necessary
- Attend weekly case management meetings and other specified meetings/trainings as required.
- Communicate effectively in oral and written forms with clients, their families, their significant others, coworkers, supervisors, other service agencies and the community
- Assist in moving in/moving out clients (must be able to lift up to 50 pounds) and cleaning units
- Operate proficiently a personal computer, fax machine, printer, and copier

** This job description does not list all of your job duties. Occasionally, your supervisor might request that you perform other reasonable duties in order to most effectively work towards Homeward Bound's mission of ending homelessness.

Application Process: Please send resume and cover letter to Jenny Moffatt at jennym@homewardboundwnc.org.

Homeward Bound bases its human resource decisions on objective criteria without regard to any characteristic or condition protected by law. We are committed to a workplace that offers equal opportunity without discrimination based on race, color, national origin, citizenship, sex, pregnancy, sexual orientation, gender identity or expression, age, religion, disability, genetic information/medical history, military/veteran status, or any characteristic or condition protected by law, but not specifically mentioned here.