



Homeless Outreach Case Manager **Position Summary:**

Case Managers provide information, referrals, and case management; make decisions and act on behalf of the client, coordinating services for those who need permanent housing, health care, financial help and/or job training, all supporting the client's move towards self-sufficiency. They are responsible for developing strategies for engaging with clients, creating awareness about the program in the community, and developing a path to re-housing. The Case Manager coordinates and initiates services with other public and private agencies providing services to the homeless population

Duties and Responsibilities include but are not limited to:

1. Works on a team with other Case Workers, assigned to a specific caseload of individual youth or young adults, unsheltered, or shelter guests to assist these individuals in ending their homelessness through needs assessment, goal setting, assistance in goal fulfillment, with regular follow up and accountability.
2. Receives training in the following areas:
 - Shelter Policies and Procedures
 - Leading shifts
 - SOAR
 - HMIS, basic and case management software
 - Coordinated Entry
 - Fair Housing
 - Motivational Interviewing Techniques
 - Other trainings as needed
3. Provide respectful engagement to adults with histories of chronic homelessness, serious psychiatric disabilities and co-occurring substance use disorders.
4. Document engagement and case notes for each client.
5. Creates case management plan for each guest on their case load
6. Meets with each guest on their caseload at least on a weekly basis
7. Follows up with guests regarding case management plan progress
8. Assists guests with Housing, Job, or other program application completion
9. Ensures any assistance to guests is related to case management plan goals
10. Help clients adjust to life in housing, including but not limited to engaging clients around goals and aspirations, life skills, hobbies, and other activities that may be needed during the adjustment to housing.
11. Tracks all interactions with guests and assistance given to guests using HMIS case management software
12. Tracks all case notes, planning, and other documents related to case management using HMIS case management software

13. Actively communicates with the Director and Program Administrator to discuss guest's needs that fall outside of standard operating procedures.
14. Refer clients to services such as employment services, housing counseling, budgeting.
15. Contact clients within one business day of referral.
16. Participate in weekly case conferencing with project partners
17. Assure all relevant information pertaining to clients is disseminated to all appropriate staff members in a timely fashion
18. Participate in staff meetings and trainings as directed by supervisor
19. At all times represent the organization in a professional manner
20. Other related duties as assigned

Candidate Qualifications

We are looking for a person who has a can-do attitude, is passionate about engaging chronically homeless individuals and has experience with this population or lived experience. Preference given to Native American applicants.

- Skills and competence to establish supportive, respectful, trusting relationships with persons with histories of homelessness, severe and persistent mental illnesses and co-occurring serious substance use disorders.
- Strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent and continuous support and services.
- Excellent verbal, written, and interpersonal communication skills.
- Proficient in Microsoft Office
- Documentation Skills, Analyzing Information, Decision Making, Research Skills, Verbal Communication, Written Communication, People Skills, Resolving Conflict, People Management, Integrity
- Ability to work effectively as part of a team.
- Case management experience (not required)
- Demonstrate the ability to prioritize, sort and organize; perform multiple tasks simultaneously.
- Must work independently yet be able to collaborate with other case managers.
- Must be able to independently make decisions demonstrating sound judgment.
- Demonstrate the ability and willingness to assume additional tasks.
- Valid and clean South Dakota Driver's License

Administrative Responsibilities:

- Assist in the establishment of linkages with community resources
- Ensure compliance with all agency policies/grant requirements
- Practice effective time management and communication skills
- Demonstrate positive role modeling for clients and contribute to the health, well-being and comfort of clients
- Complete organization/funder required reports, HMIS service documentation in a timely manner
- Update client files in a neat, orderly, and timely manner
- Protect the confidentiality of all clients related records