



Position Description
Interfaith Works Empowerment Center
Case Manager

The Interfaith Works Empowerment Center (IWEC), located at Progress Place in downtown Silver Spring, is a fast-paced day and seasonal overflow shelter program for adults experiencing homelessness. The program serves as an entry point and provides basic needs (toiletries, showers, laundry) and case management services. In the winter months, the IWEC operates an Overflow Shelter Program (November – March). The Case Manager's primary function is to be present during the day program hours to meet with participants, conduct prescreens and needs assessments, determine eligibility for housing and other services, and connect participants to mainstream resources.

Responsibilities:

- Builds rapport with the Progress Place community by being present and engaging participants and shelter guests.
- Identify participants who we should increase efforts to engage in services.
- Conducts prescreens, psychosocials, and needs assessments to determine participant needs and appropriate resources in the community.
- Provides individual case management for people experiencing homelessness.
- Works with participants to devise individualized service agreements that outline participants' goals, which may include obtaining benefits, behavioral health or medical treatment, and housing.
- Uses clinical skills and knowledge of behavioral health issues to mediate participant concerns and de-escalate situations when necessary.
- Makes appropriate referrals to programs and providers that address behavioral health, medical, legal, and housing concerns.
- Maintains data in the Homeless Management Information System (HMIS).
- Tracks data as outlined by the Program Director to maintain program statistics.
- Participates in appropriate meetings within Montgomery County's Homeless Continuum of Care (including bi-weekly Coordinated Entry System calls, monthly group supervision meetings, and appropriate staffing meetings).
- Participates in clinical rounds held with the IWEC clinical team.
- Collaborates with other service providers to achieve optimal outcomes for all participants and shelter guests. Participates in regular clinical trainings.
- Meets with the Program Director for weekly supervision.
- Has a flexible schedule that includes hours during the day program, which is open Monday - Friday from 8:30am – 6:00pm.
- Other duties as assigned.

Qualifications:

- Bachelor's degree in a behavioral health field is required; master's degree is preferred.
- Fluency in Spanish is required.
- Knowledge of behavioral health symptoms, family dynamics, human behavior and issues related to homelessness.
- Flexibility and openness to working in a fast-paced program serving people from diverse racial, cultural and socio-economic backgrounds.
- Excellent communication skills.
- Experience working with individuals with acute and chronic behavioral health issues and knowledge of crisis intervention techniques.
- Knowledge of (and/or willingness to learn and explore) community resources related to homelessness.

Supervision:

The Case Manager reports to the IWEC Program Director, Kacy Barker.

To Apply:

Interested applicants should email a resume and cover letter to kbarker@iworksmc.org and put "IWEC Case Manager" in the subject line.