



## Interfaith Homes Position Description

### Case Manager

Interfaith Homes provides permanent supportive housing to formerly homeless individuals in subsidized scattered sites apartments using the Housing First model. The program is designed lower barriers to housing so that highly vulnerable and chronically homeless individuals can gain permanent housing which is integrated with supportive services that help individuals maintain the housing. Supports from the Case Manager include coordination of care, life skills development and tenancy support. Referrals to outside providers for assertive community treatment, and other behavioral health services are also integrated with the supports Interfaith Homes provides. The Case Manager is responsible for a case load of 22 residents with whom they must meet at least twice a month. This is a full-time position.

#### **Responsibilities:**

1. Works with the Program Director and multidisciplinary team in a manner that is trauma-informed to ensure residents have the individualized support they need to maintain housing.
2. Build rapport and meet with clients in order to assess their on-going needs and to make referrals for services that will help them maintain housing.
3. Provide a wide variety of client services such as referrals and resources, life skills training, health maintenance, medication monitoring, transport to essential appointments, etc.
4. Update client charts and files regularly, documenting every client communication. This information must be entered into a Homeless Management Information System (on-line HMIS database).
5. Meet with apartment managers and landlord to insure stability of client in the residential environment and negotiate new leases on an annual basis. Complete annual certification documents for the County.
6. Conduct home inspections once per month.
7. Maintain communication with Montgomery County, landlords, and building management companies; and assist with required record keeping.
8. Attend meetings held by the County including monthly teaming meetings, and as needed, Housing Prioritization meetings.
9. Attend weekly supervision and staff meetings.
10. Participate in Interfaith Works meetings, including monthly Case Management & Vocational meetings, and other activities.
11. Other duties as assigned.

#### **Qualifications:**

1. Master's degree in Social Work, Counseling, or Psychology.
2. Two years direct service experience working with individuals who are homeless and have disabilities, which include mental illness, substance use disorders, medical conditions, and cognitive impairments.
3. Understanding of trauma-informed care and the Housing First model.
4. Experience with crisis intervention, including assessing for and responding to individuals with suicidal and homicidal ideation.
5. Ability to manage multiple responsibilities efficiently.
6. Ability to work independently and with a team, collaborating with other Interfaith Works programs and departments.
7. Excellent written and oral communication skills.
8. Proficiency with Microsoft Windows and Office365, in addition to Outlook, Word, Excel, and PowerPoint.
9. Clean driving record mandatory (Case Manager may have to transport clients to appointments).

**Supervision:**

The Interfaith Homes Case Manager reports to the Interfaith Homes Program Director.