

LIFTING UP WESTCHESTER

Position title: Case Manager – Homeless Shelter

Summary: Develop and coordinate service plan for caseload assigned; utilize day to day working relationship with outside agencies and resources relevant to client population; make appropriate referrals. Follow-up on referrals; participate in case conferences for special problems of individual clients. Maintain client records and update client information; submit reports as required

Engage and refer for treatment chronically homeless individuals suffering from disorders of mental illness and substance abuse, utilizing trust-building, motivational and integrated treatment methodologies, referrals to local treatment providers and by monitoring progress.

Duties and Responsibilities:

- Carry-out timely intake and assessment of clients entering the program as residents of the shelter &/or for the Emergency Service clients.
- Develop and coordinate service plans for each individual; monitor progress and update plan as needed. Motivate the client to remain engaged utilizing harm reduction approach.
- Coordinate and maintain regular contact with other facilities concerning the client's treatment and services. Obtain all necessary records from hospitals and other service agencies pertaining to individual clients; make referrals of clients to needed outside services.
- Maintain confidentiality of records and obtain appropriate consents.
- Participate in formal and informal case conferences; coordinate with in-house staff/professionals regarding progress of individual clients in Shelter environment. Attend multi-disciplinary staff meetings to promote comprehensive treatment and rehabilitation services for client.
- Meet regularly with clients on individual basis for both formal and informal counseling and address special problems-related to client's involvement in program.
- Assist in development of special group activities for didactic and therapeutic purposes.
- Assist clients in obtaining permanent housing in concert with Housing Services; provide follow-up services as needed.
- May be required to transport clients to appointments using company vehicle

Job Requirements:

1. A Bachelor's degree relevant to human services and/or at least 3 years of proven experience in Human Service work
2. Two years of experience working with vulnerable or mentally unstable adults essential
3. Experience working with local county social services agencies and community service providers.

4. Must have valid driver's license
5. CASAC or CASAC-In-Training or equivalent experience a plus.
6. Excellent organizational, time management and writing skills
7. Must possess sensitivity, tact, sound judgement and resourcefulness