

ICMS CASE MANAGER

Under the direction of the Manager of Housing Based Support Services, the ICMS Case Manager will be responsible for providing coordinated Case Management and Supportive Services for formerly homeless individuals diagnosed with special needs. The ICMS Case Manager will deliver services on-site to tenants who reside at our newly developed multi-unit permanent supportive housing complex. The Case Manager will also help link clients to services which include but not limited to life skills workshops, money management, educational attainment, access to health services, counseling, job training and placement opportunities and resident activity coordination

ESSENTIAL DUTIES & RESPONSIBILITIES

- Work with each tenant to conduct an initial housing intake and needs assessment
- Assist tenants in determining personal goals and plans to achieve such goals through the development of the Individual Service Plan (ISP)
- Work with any pre-existing conditions and/or obstacles for clients to facilitate all housing related processes being completed in a timely fashion.
- Conduct a minimum of two face-to-face contacts with each tenant monthly
- Conduct quarterly meetings with each tenant to discuss tenant's progress and accomplishments as evidenced by Individualized Stability Plans
- Act as a liaison among the Property Manager, the property management company, the tenant, and the primary mental health provider to facilitate the communication of concerns that could jeopardize the tenant's residency
- Provide information and instruction to clients regarding Fair Housing, tenant rights and responsibilities, observation of rental agreement and property rules
- Act as a liaison and coordinate linkage to services with numerous public social service agencies and community providers, assist in achieving and sustaining independence: employment and education/ training activities, money management counseling and legal and benefits counseling
- Assist clients in obtaining rental assistance: move-in/eviction prevention services
- Address tenant grievances, mediate resident disputes and resolve any issues with property management that might affect the client's tenancy
- Enforce housing rules in collaboration with property management
- Work with Resident Services Coordinator to develop workshop opportunities on relevant topics including housekeeping, money management, parenting, daily living skills (including transportation, training in self-advocacy/community accessibility) needed to maintain housing and achieve independence

ICMS CASE MANAGER - CONTINUED

ESSENTIAL DUTIES & RESPONSIBILITIES - CONTINUED

- Data collection/entry into DHS CHAMP's database to document client progress, assemble reports and evaluate program
- Organization and management of client files
- Monitor status of tenants who have moved into housing and prepare tenants who are deemed ready to transition to mainstream non-supportive housing
- Comply with the directives as it relates to necessary documentation and reporting requirements as per the service contract
- Compile and submit monthly progress reports to track the tenants' residency status and the supportive services which have been provided to them
- Uphold CRCD's Mission Statement and 5 Year Strategic Plan

MINIMUM QUALIFICATIONS

- **1-2 years of experience or related work and BA Degree**
- **Experience working with youth experiencing homelessness and housing instability, and/or experience in foster care, probation, mental health systems.**
- **Reliable, flexible team player who works well with minimal supervision, who has a good work ethic, and the ability to set and maintain personal boundaries.**
- **Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate.**
- **Proficient in Microsoft Office suite required.**