

**Job Title:** Permanent Housing – Case Manager (1.0 F.T.E.)

**Reports to Title:** Chief Program Officer – Permanent and Family Program

**Supervises:** None

**Job Summary:** This position is responsible for case management of permanent housing residents. Works in conjunction with Baltimore Homeless Services, Inc. to see that all requirements and services of a Rental Assistance organization are fulfilled. This position will require a working knowledge of various clinical issues including substance use disorders, mental illness and trauma.

### **Duties and Responsibilities:**

- Meet with prospective Rental Assistance residents to determine eligibility.
- Guide applicants through application process; obtain necessary documentation and referrals for applicant.
- Network and establish connections with potential landlords; act as primary contact with landlord throughout resident tenancy.
- Locate appropriate Rental Assistance units for residents; when possible explore potential sites with applicants.
- Submit required paperwork to Mayor's Office of Human Services – Homeless Services Program (MOHS-HSP)
- Schedule initial and annual inspections and communicate findings with landlords.
- Review Occupancy Agreement and all Addendums with prospective resident and conduct annual re-certification with each resident.
- When needed, provide assistance in procuring furniture, etc.
- Prepare monthly Client Data Reports and Expenditure Reports for Baltimore Homeless Services, Inc.
- Prepare Annual Program Report and Weekly Occupancy Reports.
- Attend scheduled Rental Assistance provider meetings, when necessary.
- Serve as Case Manager for all permanent housing residents: conduct a minimum of two client contacts per month; work with each client to set goals for healthy individual and family growth with an emphasis on maintaining recovery; monitor progress in attaining goals; monitor adherence to all rental assistance regulations.
- Conduct monthly home inspections to ensure proper maintenance of rental unit, providing educational and support services as needed toward this end.
- Ensure resident compliance with agency's drug and alcohol-free policy by conducting drug screens for each client at least once per month.
- Develop and foster relationships with community agencies that provide counseling, educational and employment services to individuals and families. As needed refer clients to these agencies to support progress toward stated goals.
- Maintain accurate records, which include client charts as well as internal and external reports.
- Ensure timely and accurate data entry into the Homeless Management Information System (HMIS) maintained by MOHS-HSP.
- Cooperate in the agency's team approach to service provision by assuming responsibilities for program operation and house maintenance when needed. This will occasionally require presence outside regular business days and office hours, including participation in on call rotation.

### **Minimum Qualifications:**

- Bachelors level degree in social work, psychology or related human services field, with 3-5 years case management or counseling experience.
- Computer literacy and proficiency in Microsoft applications.
- Mature development of self as a professional with demonstrated knowledge of good work practices and of community resources.

### **Equipment Used**

Personal Computers, Laser Printers, copier, scanner, fax machine, intra-office telephone system.

### **Special Requirements:**

- An essential attribute for this position is the intuitiveness to grasp implications of alternative choices on a wide variety of situations and potential problems
- Ability to respect the diversity of population served and embraces those of different race, culture, social class, ethnicity, or sexual preference
- Ability to operate a motor vehicle; reliable transportation for work; Maryland driver's license preferred
- Ability to communicate clearly both verbally and in writing; ability to receive communication clearly
- Ability to ambulate independently as the job requires
- Ability to maintain safety for self and others in an emergency
- Ability to handle stress without significant impairment to functioning
- Ability to absorb new information, skills, and attitudes
- General awareness of one's own and others' feeling states, and ability to identify them
- Ability to form a therapeutic relationship with clients and to establish positive collegial relationships with co-workers.
- Ability to organize, to keep records and manage a workload efficiently
- Commitment to the mission of Marian House
- Must be able to work a flexible schedule and adapt to changes in accordance with clients and the agency's needs
- Sitting for extended periods
- Manual dexterity
- Ability to move supply cartons and equipment
- Ability to move throughout office complex frequently in the course of the business day

### **How to apply:**

Send cover letter and resume to Psalms Rojas, Chief Administrative Officer at [projas@marianhouse.org](mailto:projas@marianhouse.org) - No phone calls please.