



Homeless Outreach Case Manager Job Description

Intown Cares is seeking applicants for our Homeless Outreach Case Manager position. The Case Manager will focus on a to-be-identified neighborhood within the City of Atlanta, prioritizing individuals identified by community leaders. Intown is a 501(c)(3) nonprofit with a mission to prevent and reverse homelessness and hunger in Intown Atlanta. Since its founding in 2010, Intown has grown to be a leader in homeless outreach and food security in the Atlanta community. Intown's homeless outreach program is guided by a Housing First philosophy and has grown to be the most effective team in the City of Atlanta.

Intown Cares is looking for a Homeless Outreach Case Manager to join its innovative, front-line homeless outreach team. This team member will be using a Harm Reduction, Housing First approach and will focus on engaging, enrolling, navigating, and ultimately housing individuals experiencing homelessness from the street into a permanent housing intervention. This individual will work in a to-be-identified neighborhood in the City of Atlanta with community leaders to identify those experiencing homelessness within these communities, with the goal of moving them into a permanent housing intervention.

Qualifications

- Associate or bachelor's degree, in social work or related field, strongly preferred
- Certified Peer Specialists and individuals with lived experience of homelessness, substance use, and mental illness are strongly encouraged to apply
- 1-3 years working in homeless services is required; at least one year experience in homeless outreach preferred
- Experience working in the substance abuse field is preferred
- Proficiency with Client Track or another HMIS is preferred
- Valid state driver's license required
- A passion for connecting with people experiencing homelessness is a must

Responsibilities

- Conduct ongoing, and often long-term, street outreach, engaging with unsheltered homeless individuals and families in their communities which may include, but are not limited to encampment communities, under bridges, and any unsheltered location where individuals experiencing homelessness may reside
- Conduct intake and assessments to determine case goals to overcome barriers for people experiencing homelessness and substance use/co-occurring substance use and mental health disorders
- Conduct SPDAT assessments for Housing and Coordinated Entry (CE) assessments
- Participate and enroll within the Client Track HMIS for CE and Outreach services
- Provide housing navigation services, assisting with transportation and system navigation skills to access documentation necessary to qualify individuals and families for housing. Navigation may include transporting clients and walking alongside them to obtain birth certificates, identification documents, TB tests, income verifications, HUD McKinney forms, and mental health evaluations
- Maintain a caseload of 15-20 active clients throughout the navigation phase

- Provide referrals and help clients maintain contact with services for disability applications and employment
- Provide referrals to emergency shelters, as requested by clients
- Collaborate with Licensed Clinical Social Worker (LCSW) for clients who are actively experiencing a mental health crisis for crisis intervention and prevention support
- Complete safety and crisis planning with clients during intake assessment to ensure clients have access to 24/7 emergency services as a safety net for crisis.
- Upon receiving housing referrals assist in connecting client to the housing provider for interview and lease-up process
- Exercise judgement in developing and executing outreach strategy as needed for assigned community and case management strategy as needed for individual clients
- Attend monthly staff meetings, group supervision, and individual supervision as required by the program, annual trainings as required to promote ongoing professional growth and development
- Provide advice and counsel to Homeless Services Program Management and Leadership Teams based on observation and experience in the field
- Perform additional duties as assigned from Supervisor

Work Hours

The Homeless Outreach Case Manager position is a full-time, 40 hour per week position. Most work will take place during normal business hours (between 8 a.m. – 5 p.m.) but will also include some evening and early morning hours. There is some flexibility in start- and end-time and possible administrative work-from-home days.

Compensation

The Homeless Outreach Case Manager position is a salaried position with a starting annual base salary of Forty-seven Thousand Five Hundred Dollars (\$47,500.00), less applicable deductions, which will be paid in equal installments biweekly on Intown's regularly scheduled paydays. This position is exempt and therefore not eligible for overtime pay for any additional hours worked. The position is eligible for all employee benefits, mileage reimbursement in accordance with the applicable IRS mileage rate at the time expenses are incurred for pre-approved business travel, and a portion of personal mobile phone bill.

Intown considers applicants without regard to race, ethnicity, religion, gender identity, gender expression, sexual orientation, national origin, age, marital or veteran status, the presence of a non-job related medical condition or disability, or any other legally protected status.