



Homeless Outreach Case Manager Job Description

Intown Cares is seeking applicants for our Homeless Outreach Case Manager position. 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 as part of our partnership with Clifton Sanctuary Ministries (CSM). Intown's Homeless Outreach Case Manager will be working with men experiencing homelessness who are staying at Clifton's temporary shelter. This case manager will be using a Trauma-informed, Harm Reduction, Housing First approach and will focus on navigating and ultimately housing individuals experiencing homelessness.

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
- Certification in Addiction Counseling is a plus
- Proficiency with Client Track or another HMIS is preferred
- Access to a personal vehicle and valid state ID required
- A passion for connecting with people experiencing homelessness is a must

Responsibilities

- Manage guest inquiries and referrals from partner agencies based on CSM criteria
- Create and maintain a warm and inviting environment for CSM guests as you introduce the Rules of Peaceful Living, ensure access to proper clothing and basic necessities
- Assess and approve weekend pass requests from Joe's Place
- Respond to write-ups and disciplinary actions as needed; utilize these to make discharge decisions
- Conduct intake and assessments, including VI-SPDAT, to determine case goals to overcome barriers for people experiencing homelessness and substance use/co-occurring substance use and mental health disorders
- Participate and enroll within the appropriate Client Track HMIS projects in a timely fashion, maintaining accurate data, including case notes
- Maintain a caseload of up to 18 shelter residents and up to 6 Joe's Place residents, providing housing navigation services, assisting with transportation and system navigation skills to access documentation necessary to qualify homeless individuals for housing. Navigation may include transporting clients and walking alongside them to obtain birth certificates, ID's, TB tests, income verifications, HUD McKinney forms, and mental health evaluations
- Provide referrals and linkages to community resources and partner organizations to help clients create and maintain contact with services for SUD treatment, harm reduction resources and supports, disability applications, mental health and medical services, employment

- Collaborate with Licensed Clinical Social Worker (LCSW) for clients who are experiencing ongoing barriers to housing for case conferencing or 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 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.

Travel

As the outreach and navigation work will span the entirety of the City of Atlanta, this position will require travel regularly throughout the metro area. The Homeless Outreach Case Manager must have a valid driver's license, access to their own personal vehicle, and a clean driving record. Intown will reimburse mileage at the federal mileage rate. Intown also has a fleet of vehicles that can be used by the Homeless Services team.

Supervision

The Homeless Outreach Case Manager reports to the Program Manager. Supervision will take place at least monthly during regular business hours.

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. Compensation also includes 12 days of personal leave, 12 holiday days, and one artistic-day per year, where staff pursue personal artistic endeavors. The Homeless Outreach Case Manager is eligible for employer-sponsored health benefits, including vision and dental insurance, immediately upon employment.

To Apply:

Qualified candidates should submit a resume and contact information for three references (including the context in which they know you) in PDF format to careers@intowncares.org. No phone calls please. Please put "Homeless Outreach Case Manager" in the subject line.

Intown considers applicants without regard to race, ethnicity, religion, gender identification, 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.