Position: Senior Clinical Case Manager  
Classification: Non-Exempt

Reports To: Director of Housing

Department: Permanent Supportive Housing  
Salary Range: $53,000-57,000

ABOUT MIRIAM’S KITCHEN

Miriam’s Kitchen works to end chronic homelessness in Washington, DC. We advocate for permanent supportive housing as a long-term solution, while meeting short-term needs by providing healthy meals and high-quality social services to individuals who are chronically homeless.

ABOUT THE POSITION

PSH Senior Case Managers provide community-based support services to a primary caseload of 8-12 residents who were formerly chronically homeless, as well as being a main point of support and guidance for clinical issues of the Case Managers on the team. The PSH Senior Clinical Case Manager will directly supervise 2-3 PSH Case Managers. The PSH Senior Clinical Case Manager will work together with the team to provide support services to chronically homeless individuals in permanent supportive housing to help residents maintain stable housing and achieve the highest level of self-sufficiency and quality of life possible.

DUTIES AND RESPONSIBILITIES

- Develop trusting relationships with Permanent Supportive Housing residents. Engage residents to collaboratively develop goals and service plans for housing, mental health, substance abuse, health, education, income, employment, and other goal areas. Support residents’ work toward goals through individually tailored services and by facilitating effective connections to community services and resources. Examples of support services include successful tenancy problem-solving, independent living skill-building, connection to public benefits and employment assistance, money management support, and connection to medical, mental health, and substance abuse services.
- Write biopsychosocial assessments as needed for clients, and support team members with applications for ACT teams and other increased mental health services, social security benefits, and other services. Review assessments and service plans of supervisees.
- Provide outreach, case management, crisis support, advocacy, and other needed services to residents, primarily in the community and residents’ homes, but in any setting necessary, including streets, shelters, jails, hospitals, program office, etc.
- Meet or exceed the monthly client contact requirements of four times per month before being housed and at minimum two times per month thereafter, including one home visit per month.
- Act as a liaison with landlords and other community stakeholders to promote the success of residents and the PSH program
- Collaborate with other service providers in the community to ensure that residents are receiving high-quality, effective services to meet their needs.
- Support the Director of Housing in our relationship with DHS and other external parties, attending meetings and providing reports as needed.
• Maintain written and computerized records, compile reports and complete other program documentation (e.g. case notes, incident reports, home visit reports, monthly and quarterly reports). Maintain appropriate confidentiality of resident’s information and records.
• Supervise Case Managers as determined by the Director of Housing.
• Participate actively in regular supervision, team meetings, and other all-staff meetings and events. Attend professional trainings and conferences as needed.
• All other duties as assigned.
• Perform all other duties as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities

• Masters’ degree in social work, psychology, sociology, counseling or other related social service/science disciplines and two years of experience providing case management services, or a masters’ degree in these fields, with licensure appropriate to that field.
• Enthusiastic about Housing First approach.
• Proficiency in Spanish is preferred.
• Ability to work as a member of a culturally diverse team. We are actively recruiting diverse applicants.
• Strong communication skills.
• Strong sense of boundaries.
• Valid driver’s license and ownership of a motor vehicle.
• Strong interest in and commitment to ending chronic homelessness in DC
• An understanding of the structural and systemic causes of homelessness
• Ability to pass background checks as required by government contract
• Comfort working with a diverse population with a variety of backgrounds and lived experiences

Experience

• Masters’ degree in social work, psychology, sociology, counseling or other related social service/science disciplines and two years of experience providing case management services, or a masters’ degree in these fields, with licensure appropriate to that field.

To Apply: Please submit your resume and cover letter to jobs3@miriamskitchen.org with “Senior Clinical Case Manager” in the subject line.