Position: Supportive Housing Case Manager
Classification: Non-Exempt
Reports To: Director of Housing
Department: Permanent Supportive Housing
Salary Range: $47,000-$50,000

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 Case Managers provide community-based support services to a primary caseload of up to 20 residents who were formerly chronically homeless. PSH Case Managers work together as a team to help individuals from homelessness to housing through the housing identification process, and 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.
- 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 two times per month, including one home visit per month. (Note: DHS requirements may at times be altered in response to the COVID public health emergency).
- Support residents’ wellness and independence.
- Monitor residents’ medical and mental health needs, including monitoring medication management.
- 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.
- 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.
• Actively look for ways for Miriam’s Kitchen to expand or change PSH program to better meet residents’ needs.
• Perform all other duties as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities

• Bachelor’s degree in social work, psychology, sociology, counseling or other related social service/science disciplines AND one year of experience providing case management services, or a masters’ degree in these fields. (Note: Internships for Human Services Degrees are considered as experience in the 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

• A bachelor’s degree in a human service field PLUS one years of experience providing case management services, or a masters’ degree in a human services field, is required per our contract for services.

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