



Case Manager Application Process and Job Description

Dann's House project is seeking a Part-Time Supportive Housing Case Manager to work as a contractor, while promote promoting the self-sufficiency and housing retention of residents by providing quality case management and supportive services.

Dann's House is a project of StonesHouse, Inc., a 501(c)(3), nonprofit, incorporated in the State of Michigan. Dann's House is a permanent residence for people with persistent alcohol use disorder who have experienced chronic homelessness.

Please submit your résumé and a cover letter (not to exceed two pages) to:
info@dannshouse.org.

For more info about the program see:
<http://DannsHouse.org>

No phone calls or personal contacts please. Please direct questions to:

Deadline for submission is **5:00 pm, Friday, May 1, 2015**

Supportive Housing Case Manager Detailed Description

Essential Functions

- **Provide quality support services to residents:**
 - Work on site to engage residents in case management and other appropriate supportive services;
 - Assist residents with transition from homelessness by coordinating with Safe Harbor, law enforcement, emergency shelters, and other outreach services;
 - Work with residents to create an Individual Action Plan to increase resident independence, living skills, self-sufficiency, income and residential stability;
 - Communicate and collaborate with outside services, such as food, housing and disability benefits;
 - Assist residents as needed, contacting resources/services, obtaining and completing paperwork, writing letters, making phone calls and resolving disputes;
 - Identify and provide intervention for potential crisis resolution;
 - Assist residents in securing appropriate supportive services including mental health, primary healthcare and substance abuse support;
 - Provide transportation to appropriate community resources/services.
 - Advocate on behalf of residents to secure appropriate support services.

- 2. **Provide Administrative support for application and admittance process:**
 - Verify that VI-SPDAT is completed and entered into the HMIS system as criteria for securing a residence at Dann's House.
 - Maintain, complete and organize files;
 - Maintain and provide documentation on Individual Action Plans;
 - Maintain appropriate case documentation and client confidentiality.

Skills/Requirements

- Bachelor's Degree in social work or related field and two years of related experience or an equivalent combination of education and experience;
- Experience working with people experiencing homelessness or poverty;
- Proficient in Microsoft Office Suite applications;
- Professional communication skills (oral and written) and ability to communicate with diverse individuals with a variety of needs;
- Self-starter with the ability to take initiative;
- Demonstrated ability to follow through on projects and tasks and follow-up after completion;
- Must be flexible, a team player (open-minded, willing, committed);
- Ability to maintain a calm demeanor in times of high stress;

- Passionate to assist individuals to maintain their housing and prevent a return to homelessness;
- Ability to treat everyone with dignity and respect; must possess a holistic approach to helping each individual maintain their housing; be inviting, welcoming and friendly;
- Must possess valid Michigan driver's license and satisfactory driving record;
- Ability to pass a criminal background check.

Preferred:

- Bachelor's Degree in social work, behavioral health or related field;
- Experience working with people experiencing homelessness, addiction, mental illness and poverty.

Job Description established February 12, 2015

Job description approved by the Board of Directors, March 16, 2015

Final update March 30, 2015