Reports to Director of Services

Singles Scattered Site Case Manager

SUMMARY OF PRIMARY FUNCTION

Under the supervision of the Porchlight Director of Services, the Singles Scattered Site Case Manager serves as case worker and advocate for the low-income and formerly homeless individuals living in Porchlight housing. The Case Manager is responsible for connecting guests to community services, including, among others, services having to do with housing, income, mental health, and substance abuse. The Case Manager’s objective is to assess and address client barriers, and to assist and empower clients to successfully maintain permanent housing.

ESSENTIAL RESPONSIBILITIES/DUTIES

1. Participates in selection and interview of program participants.
2. Completes assessments of client needs and goals. Works with clients to develop individual service plans (ISPs) that promote self-sufficiency, tailored to each client’s strengths and challenges. Meets with clients at least once per week.
3. Counsels guests on how to make use of the mental health, housing, and social services available in the community. Researches services available and refers guests to appropriate services. Communicates with other agencies regarding referrals.
4. Assists guests in filling out forms and applications for housing, employment, and other services.
5. Acts as liaison between clients and other service agencies. Resolves problems/conflicts.
7. Develops rapport with residents based on mutual respect and utilizing active listening skills. Continually engages program participants so they can best benefit from case management.
8. Inputs data into Wisconsin ServicePoint (WISP), including entries, exits, goals, and points of measurement. Completes data entry in a timely manner; maintains thorough case notes.
9. Completes monthly housekeeping inspections, delivers late notices, develops payment plans.
10. Attends biweekly supervision meetings with Director of Services, including monthly meeting with Director of Housing. Participates in weekly Porchlight case manager meetings.
11. Performs other duties and takes on other responsibilities as requested by Director of Services.

QUALIFICATIONS

1. Bachelor’s degree in social work or closely-related field, or equivalent experience.
2. Experience working in a nonprofit social service agency.
3. Access to a reliable and insured vehicle. Ability to transport clients.
4. Genuine desire to work with a socially disadvantaged and multi-ethnic population, including those with low incomes. Sincere respect for disadvantaged individuals.
5. Ability to motivate and obtain willing cooperation from others. Strong conflict resolution skills.
6. Team orientation with respect for others. High ethical standards.
7. Proficiency in Microsoft Word, Excel, and Outlook. Ability to adapt to new technology quickly.