

HOPE GARDENS CASE MANAGER

Location: Hope Gardens |58 Oberlin Avenue, Buffalo NY 14211 | Residential Site

Education Requirements: Bachelor's Degree in Social Work, Human Services, Counseling and/or equivalent relevant experience and/or case management

Work Experience Requirements: 2+ years of experience working with vulnerable populations such as persons with a past or present of homelessness, chronic illness, mental illness, disability status, or chemical dependence.

Additional Requirements: Valid NYS Driver's License and a dependable vehicle

- Maintain a client case load and work as a team to provide services to the individuals residing at Crossroads. Familiarize with other programs available within Lt. Col. Matt Urban Human Services Center of WNY.
- Perform thorough assessment of all clients including social history, number of past hospitalizations, treatment histories for mental illness and chemical addictions), homeless history and homeless preferences (where did they live, what services did they utilize while homeless), a detailed housing history.
- Provide assessments to establish whether client is eligible for SPMI (mental health) services.
- Evaluate independent living skills (ADLS) and work with client to foster maximum client self-sufficiency.
- Complete, maintain and encourage Independent Services Plan(s) (ISP). This includes working towards client goals, updating and tracking progress at least every six months depending on goal(s).
- Understanding client confidentiality laws. Release of information to be renewed annually
- Assess and promote ongoing linkage to medical and community supports i.e. SSD, SSI, SNAP, APS, Crisis Services, food pantry, employment, Section 8, healthcare, cab services etc.
- Conduct detailed home visit once per month and one other contact. Total two contacts per month minimum.
- Responsible for data entry for all client records. Secondary is a paper file.
- Monthly reporting requirements and administrative duties as assigned.

- Maintenance of both paper and electronic client files, records, activity logs, audit preparation
- Track all impairment scales, mainstream resources secured, treatment, job/volunteer activities, ISP, service transactions etc.
- Support annual housing unit inspection. Report, document and follow up on all maintenance related issues.
- Participate in appropriate workshops, trainings, meetings and Homeless Services Continuums.
- Maintain a working knowledge of the mental health and human service system in Western New York in order to provide appropriate referral and linkage for clients serve. Attend meetings/trainings.
- Plan, run and participate in daily team activities, group sessions, and outings etc.
- Prepare reports in a timely manner. Case notes entered within 72 hours or less.
- Client transportation. Occasional operation of agency vehicle.
- Personal vehicle mileage reimbursement available.
- Must work well in a teamwork environment.
- Abide by all policies & procedures of the Lt. Col. Matt Urban Human Services Center of WNY.
- Represent Lt. Col. Matt Urban Human Services Center of WNY appropriately in the community.

Job Type: Full-time

Benefits:

- 403(b)
- 403(b) matching
- Dental insurance
- Employee assistance program
- Flexible schedule
- Health insurance

- Health savings account
- Paid time off
- Parental leave
- Professional development assistance
- Retirement plan
- Vision insurance

Work Location: In person