



Case Manager

Reporting to the Program Director, the Case Manager will be responsible for providing holistic and comprehensive case management services for all guests at ANEW Place. The Case Manager is a full-time, salaried position, with some weekend work necessary. Vested paid vacation and personal time is offered. This is a new position at ANEW, and we are offering an opportunity for a dynamic and creative individual to grow and evolve with us as we expand our services.

Key Responsibilities:

- Meet with guests weekly during their shelter stay and for up to two years while housed in the community, tapering off services to bi-monthly at the end of the two year aftercare program, maintaining a large and diverse caseload of clients.
- Complete assessments, goal plans, and individualized care plans with each client.
- Provide accountability, support, and advocacy for guests, tailoring services to the individual needs of each guest. Maintain comprehensive progress notes on every guest.
- Ensure that case management targets the root causes of homelessness, empowers each person toward change, and is in line with the mission and vision of the organization.
- Maintain working knowledge of community resources, agencies, job training and educational opportunities, and prospective employers. Connect guests with needed and available community resources. Follow-up with guests and agencies as appropriate.
- Organize case team meetings for guest care and attend related interagency meetings as needed.
- Generate accurate data for all guests, using industry-standard database software and MS Office suite.
- Participate in regular staff meetings and training programs, and communicate consistently with program staff regarding guest progress, needs, and issues.
- Prepare regular reports for the Program Director.

Qualifications:

- Degree in social work, counseling, or related field and at least two years of case management and/or direct service experience.
- Working knowledge of ANEW practices in the social service field and local area resources pertaining to homelessness.
- Knowledge of issues and demonstrated experience working directly with low-income individuals facing crisis, mental health challenges, trauma, and substance abuse.
- A compassion for and commitment to meeting the needs and developing the capacities of homeless individuals, using innovative and creative strategies.
- Ability to connect with guests on a personal level, walk with each through successes and challenges, and provide support through an approach that is hands-on, rather than strictly clinical.
- Proven ability to motivate others toward achieving goals.
- Superb interpersonal and written communication skills. Ability to document information effectively and comprehensively in a digitally reproducible format.
- Must be computer savvy with ability to quickly learn new software programs and database platforms. Experience with MS Office suite is essential.
- Highly organized with ability to time manage effectively.