



Job Description

JOB TITLE: SURE Case Manager
SCOPE: Full-Time/Non-Exempt
SUPERVISION: This position reports to the Own Home Program Director

ORGANIZATION SPOTLIGHT:

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV, and homelessness by providing numerous supportive services that improve Housing, Health and Hope. As a bi-state agency with broad impact, we assist nearly 3,500 clients annually. On the heels of opening our innovative 3-acre \$40M Jefferson Ave. Campus, we are poised to expand our programming to improve service provision, while taking the organization to new heights.

WHAT WE ARE LOOKING FOR:

The SURE Case Manager role is to work with unhoused clients or clients who are not stably housed in need of financial assistance and support services in order to maintain long term stable housing. The Housing Case Manager position contributes to DOORWAYS success by engaging in the St. Louis Metro area community to promote access to services in order to assist clients become self-sufficient. This position contributes to our success by keeping updated files, interacting with clients that focuses on Person-centered and gender affirming care, assist clients to using a Positive Harm Reduction Approach, and empowering clients to reach their goals. The person who fills this position has a strong working knowledge of how social service systems operate and possess the empathy required to understand and relate to individuals who work within this field and the population who interact with it. The Housing Case Manager must be detail orientated, organized and able to multi-task. Time management is critical.

MAJOR DUTIES AND RESPONSIBILITIES

- Assist qualified clients in gaining and maintaining stable housing
- Expedite contact to clients referred to the SURE program in coordination with the SURE Housing Navigator.
- Creation and follow up on housing plans designed in part with clients in the program.
- Process requests for monthly rent and utility payments.
- Complete timely follow up meetings and housing inspections.
- Gather all necessary documentation from clients, or other concerned parties
- Utilize CaseWorthy database as the main system of collecting data and recording services rendered, also will use SCOUT and HMIS systems.
- Data entry of all communication with client, provider or any other appropriate party connected to providing requested service.
- Maintain accurate client data that is needed for monthly/annual reports and can easily be reported out to Agency executives and outside stakeholders
- Work in collaboration with other agency departments to facilitate meeting client goals



- Maintains meaningful involvement with consumers, advocates, and community partners;
- Build high-quality relationships with LGBTQ+ participants to understand the personal experiences impacted by homelessness;
- Implement core principles and evidence based practices including, but not limited to: Trauma Informed Care, Motivational Interviewing, Harm Reduction Principles and Mental Health First Aid;
- Carry a case load of 25-30 annually and 15-20 hours of face-to-face time every week which includes clients, other professional referrals, etc.
- Develop a housing plan with each client and coordinate with appropriate programs depending on housing placement;
- Provide housing case management and direct client services.
- Provide 1:1 CM activities to assist clients in meeting service goals, by meeting on an as needed basis, which could include home visits, apartment checks and supervision as needed;
- Provide independent living and life skills training to clients as needed and documentation of these events;
- Engage and connect clients with appropriate mental health and/or chemical dependency supports;
- Provide follow-up and aftercare services as needed;
- 2-5 housing placements a month (may not happen every month as circumstances are taken into consideration);
- Assist with move-ins, move-outs, and housing transitions for the client and programs;
- Record data for program outcomes; Ensure client files are complete, accurate and up-to-date;
- Keep the Program Manager informed of issues and concerns related to clients;
- Participate in program evaluation and quality improvement efforts;
- Knowledge of program policies and procedures;
- Complete minimum of 8 hours of professional training and developing each year;
- Attend appropriate community meetings, and all other activities identified as necessary to meet the outcomes identified in the housing programs;

EDUCATION & EXPERIENCE

- A Bachelor's degree is preferred.
- Experience working in social services is a plus. Housing field is preferred.
- A broad understanding of HIV/AIDS, mental disorders, substance abuse and homelessness.
- Must have a positive attitude on a daily basis and work well under pressure.
- Build working relationship with others in the housing profession and related facilities and organizations.



- Must have proficient knowledge of Microsoft Office software, especially Word, Excel and Outlook.
- Must be able to multi-task in a fast paced, high-energy work environment.
- Must be able to work well as a team member and also be a self-starter who is able to work independently.
- Excellent writing and language skills.

PHYSICAL REQUIREMENTS

The SURE Case Manager must be able to spend extended periods of time typing and reading at a computer. The position does require standing and sitting regularly throughout the day. Inspection of the dwellings of clients and meetings with clients at their place of residence may require the ability to walk up and down multiple flights of stairs.

WORKING CONDITIONS

Works in a climate-controlled and well-lighted environment with a smoke-free policy. Works in an office and throughout the building daily. Position may require employee to go off-site and visit housing units. All DOORWAYS staff are encouraged to remain safe at all times and follow all local, state, and federal laws.



ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of **SURE Case Manager** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

Initial: _____ Date: _____

This job description in no way states or implies that these are the only duties the SURE Case Manager will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or I and such termination can be made without notice.

Date

Signature – SURE Case Manager

Date

Signature – Own Home Program Director

DOORWAYS provides equal employment and social service opportunity to all regardless of race, color, sex, national origin, ability, gender, gender identity, gender expression or sexual orientation.

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