



## Supportive Housing Case Manager

Job Title: Supportive Housing Case Manager  
Reports To: Supportive Housing Manager  
FLSA Status: Non-Exempt  
Department: Health & Social Services

### Summary

The Social Services Case Manager reports to the Supportive Housing Manager and works independently, as well as collaboratively with a multi-disciplinary team, to ensure excellent service provision to older adults 60 and over.

### Responsibilities

#### *Case Management*

- Develops and implements a plan of care for clients' unmet needs, including supportive referrals to other community-based agencies.
- Manages a caseload dependent upon both walk-in and appointment hours.
- Conducts Universal Senior Assessment as applicable
- Develops a thorough understanding of the HMIS, Coordinated Entry System (CES), Clarity and VI-SPDAT.
- Updates and manages community resources listings.
- Provides information on community health and welfare resources and acts as a liaison between community service providers and clients, including referrals to Serving Seniors Nurse Case Managers.
- Completes efficient, timely and accurate charting and notation of client efforts and referrals.
- Adheres to established policies and procedures, provides excellent customer service and demonstrates ability to work in an inter-disciplinary setting.
- Provides advocacy and outreach to the community and fellow stakeholders.
- Conducts outreach within supportive housing communities to inform and educate older adults on relevant subject matter.
- Communicates with multidisciplinary team members through regular coordination.
- Facilitates senior support or other group formations.
- Represents Serving Seniors at community meetings specific to older adult population.
- Complies with budgetary guidelines.
- Demonstrates commitment to the values, vision and mission of Serving Seniors.
- Performs other duties as assigned.

### Education/Experience

- BSW or MSW degree or degree in related field
- Previous experience in a social work setting with older adults preferred.
- Bilingual Spanish required



## Skills

- Excellent analytical, verbal and written communication skills; ability to establish rapport
- Strong commitment to the ethics and purpose of the social work field as defined by NASW
- Strongly defined sense of professional boundaries
- Ability to maintain professional capacity during crisis situations
- Demonstrates ability to use good judgment and maintain confidentiality
- Ability to work independently, multi-task, and set priorities to meet deadlines
- Ability to identify and resolve problems in a timely manner and exercise sound judgment in decision-making
- Ability to work collaboratively with both internal and external partners
- Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint)

Candidate expected to possess high level of competency in the following:

- Oral Communication Skills
- Telephone Etiquette
- Diplomacy
- Time Management
- Ability to sit or stand for long periods of time
- Written Communication Skills
- Attention to Detail
- Professionalism & Tact
- Computer Literacy
- Ability to lift up to 20 pounds

## Physical Demands and Work Environment

### Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### Work Environment:

While performing the duties of this Job, the employee is regularly exposed to normal risks of working in an office environment (e.g., risks due to heavy computer use).

### Transportation:

Reliable transportation required.

Accepted \_\_\_\_\_

Date \_\_\_\_\_