



TITLE: Case Manager

Agency: Spooner House is operated by Area Congregations Together, Inc., a nonprofit organization, with the mission of providing food, shelter, and support services to people in need. Programs include a shelter for individuals and families experiencing homelessness, and a food pantry for households facing food insecurity.

Summary of job duties:

Provide holistic and comprehensive case management services to individuals and families experiencing homelessness, focusing on helping clients achieve stability, access resources, and work towards permanent housing and self-sufficiency. The ideal candidate is compassionate, resourceful, organized, and committed to improving the lives of those in need.

Performance requirements: Understands the mission of Spooner House and maintains order in a manner consistent with the Mission. Exercises good judgment. Conduct interviews and conversations with residents in a dignified, respectful manner. Maintains the highest ethical and professional standards.

Key Responsibilities:

- **Client Intake and Assessment:**
 - Conduct initial and assessment interviews with clients to identify needs, strengths, and barriers. Review house rules, activities, and expectations.
 - Working with the client, develop individualized service plan to address specific goals, such as housing, employment, healthcare, and social support.
- **Case Management and Support:**
 - Provide case management to assist clients with finding housing, employment, and other resources.
 - Facilitate client access to mental health services, addiction counseling, medical care, legal assistance, and other community services.
 - Develop and maintain strong, supportive relationships with clients while respecting confidentiality and boundaries.
 - Conduct regular follow-up meetings to track progress toward client goals, adjust service plans as needed, and ensure clients stay engaged with available resources.
- **Documentation and Reporting:**
 - Maintain accurate and up-to-date client files, including case notes, service plans, and referrals.
 - Prepare reports and documentation required by the agency, funders, and other regulatory bodies.
 - Track and report client outcomes, program participation, and other key metrics as directed.
 - Enter client and agency data into HMIS and Caseworthy and provide required HMIS reports.
- **Collaboration and Advocacy:**
 - Build and maintain relationships with community agencies, service providers, landlords, employers, and other stakeholders to support client needs and promote program goals.
 - Serve as an advocate for clients in various settings, including housing agencies, healthcare facilities, and employment offices.
 - Act as a liaison between the agency and community organizations, creating partnerships to expand resources for clients.
 - Serve as Agency Representative for the Greater New Haven Alliance (Coordinated Access Network) on shelter calls, housing case conferences, and other work groups.
- **Crisis Intervention and Conflict Resolution:**
 - Provide immediate support in crisis situations, such as mental health episodes, substance abuse issues, or housing crises.
 - Mediate conflicts and de-escalate tense situations among shelter clients, promoting a safe and supportive environment.

Qualifications:

- **Education:** Bachelor's degree in Social Work, Human Services, or related field. Relevant experience may be substituted.
- **Experience:** 3-5 years of experience in case management, social service, or related field, preferably working in homeless services or with vulnerable populations.
- **Skills and Abilities:**
 - Strong interpersonal skills, with an ability to empathize and connect with clients from diverse backgrounds. Must be open and non-judgmental, culturally sensitive and have a clear sense of boundaries.
 - Knowledge of local resources for housing, healthcare, employment, and other essential services.
 - Ability to handle confidential and sensitive information with discretion.
 - Proficiency in crisis intervention techniques and a calm demeanor in high-stress situations.
 - Strong organizational and time management skills.
 - Excellent written and verbal communication skills and ability to establish rapport.
 - Basic computer skills, including familiarity with Microsoft Office. Experience with HMIS and Caseworthy preferred.
 - Must be legally able to operate a motor vehicle.
 - Bilingual Spanish a plus.

Application Process:

Please submit a resume and cover letter detailing your experience and interest in this position. Applications will be reviewed on a rolling basis.

Area Congregations Together, Inc. is an equal opportunity employer committed to diversity and inclusion in the workplace. We strongly encourage applications from all backgrounds.