



Job Description: Housing Case Manager

Charm City Care Connection (CCCC) works to connect people experiencing homelessness and marginalization in Baltimore to high-quality housing services and seek to address any obstacles that might threaten that connection. We do this by building long-term partnerships between our team and community residents, empowering both parties to learn from each other as we work to promote health and well-being within Baltimore's fragmented healthcare and housing system. Since our founding in 2010, CCCC has worked within a harm reduction framework by meeting people where they're at; recently, we have increased our harm reduction services to include a syringe services program, naloxone distribution, and a drop-in center for people who use drugs. Over time the glaring lack of stable, affordable housing in our city has become evident. We are seeking someone who is passionate about connecting people who use drugs with housing that respects their right to a safe place to call home.

CCCC encourages a collaborative environment where staff are expected to be proactive in their work and encouraged to actively participate in the improvement of service delivery and the development of programs.

Job Description:

This position is a full time, 40 hours per week, non-exempt position.

The housing case manager position is responsible for providing comprehensive services to all Charm City Care Connection participants, with a focus on those seeking housing or struggling to maintain housing. Services provided by the housing case manager include: assessment, case planning, case facilitation and management, referrals, knowledge and utilization of city resources as well as knowledge and utilization of CCCC resources. Most importantly, this position builds long-term partnerships with our participants in an effort to reach their wellness goals.

Responsibilities:

- Work with participants to identify their needs, collaboratively develop goals, create plans to meet those goals and identify the best services to help address their needs and reach their goals
- Provide concrete case management services, including referrals to public assistance, food/shelter needs, medical, transportation, mental health and substance use assistance
- Follow up with clients on a weekly basis; depending on their specific circumstance this basis might be more or less frequent
- Maintain written and computerized records, compile reports and complete other program documentation
- Be present and ready to meet with whomever drops in and is interested in case management
- Must be open to engaging participants on the spot
- Provide administrative support and oversight to new and ongoing programming
- Participate in staff meetings and professional development



Requirements:

- At least 1 year case management experience or significant work-related or life experience
- At least 1 year of experience navigating housing systems and connecting people to housing
- We are specifically looking for candidates with an active interest in harm reduction and/or social justice as it pertains to individuals who use drugs and communities directly impacted by the war on drugs
- Experience with housing resource navigation & knowledge of housing models is required
- Experience with individuals experiencing homelessness, mental illness, and substance use
- Proficiency in computer packages including MS Office applications, especially Excel, is required
- Flexible and able to work through a variety of case concerns
- Familiar with Baltimore health, housing, and social service providers
- Must be committed to affirming dignity and humanity while working with people who use drugs
- Must be organized and have strong time-management skills
- Must be an organized, self-motivated team-player, with strong interpersonal and communication skills, and the ability and willingness to be hands-on and solve problems as they arise
- Ability to work with diverse communities (gender, ethnic, age, language, political)
- Ability to master a wide range of information and communicate accordingly
- Excellent communication skills (writing and oral); timely follow up on tasks for staff and supervisor
- Self-motivated to identify and attend professional development training opportunities
- Great attitude and people skills are a must
- MSW not required

Reports to: Lead Case Manager

Status: Full time

Benefits: Excellent benefits package including medical plan and thirty (30) days (6 weeks) of paid time off per year.

Individuals who have personal experience with drug use, people of color, members of the LGBTQ community, and the formerly incarcerated are strongly encouraged to apply.

How to apply: Send resume and cover letter to HRcccc@charmcityclinic.org

Closing date: Friday, July 31, 2020