



Position	Outreach Case Manager	Classification	Non-Exempt
Reports To	Director of Outreach		
Department	Outreach	Salary Range	45,000-53,000

ABOUT MIRIAM'S KITCHEN

Miriam's Kitchen works to end chronic homelessness in Washington, DC. We advocate for permanent supportive housing as a long-term solution, while meeting short-term needs by providing healthy meals and high-quality social services to individuals who are chronically homeless.

ABOUT THE POSITION

The Outreach Case Manager will conduct outreach to a caseload of high-priority unsheltered people experiencing homelessness, administer VI-SPDAT assessments, help individuals collect identification documents in an effort to become "document-ready," and facilitate the housing process by acting as a liaison between the targeted individual and housing provider in a variety of settings.

DUTIES AND RESPONSIBILITIES

- Provide housing match services to a primary caseload of high-priority people to facilitate the housing process and ensure successful housing placement.
- Provide outreach, case management, and housing navigation services in any setting necessary, including streets, shelters, hospitals, jails, and encampments.
- Provide 'light-touch' and 'intensive' outreach services as appropriate.
- Provide referrals to medical, mental health, and substance abuse services as needed.
- Assist targeted people with applying for identification documents, entitlements, and other benefits.
- Collaborate with Miriam's Kitchen's SOAR Specialist to ensure that clients without income receive assistance applying for disability benefits as appropriate.
- Build rapport and utilize motivational interviewing strategies to support vulnerable people with moving through the stages of change and accepting an offer of housing.
- Attend trainings as assigned.
- Access the Homeless Management Information System (HMIS) to input VI-SPDAT assessments and upload identification documents.
- Utilize computerized databases to maintain written and computerized records, compile reports, and complete other program documentation (e.g. case notes), while maintaining appropriate confidentiality of client information.
- Complete administrative tasks as necessary.
- All other duties as assigned.

QUALIFICATIONS

Knowledge, Skills, and Abilities

- Familiarity with the homeless services and housing landscape in Washington, DC.
- Knowledge, experience, and ability to connect with individuals experiencing mental health issues and/or substance abuse.
- Strong interest in and commitment to ending chronic homelessness in DC.
- Strong communication skills and sense of boundaries.
- An understanding of the structural and systemic causes of homelessness.
- Flexibility, openness, and comfort working in a fast-paced environment with a diverse population of clients with a variety of backgrounds and lived experiences.
- Able to lift and/or carry up to 20 lbs.
- Able to handle physically demanding work – to include but not limited to standing and/or walking up to 5 hours per day in all types of weather.
- Able to navigate DC via public transportation, car, and on foot.
- Able to work in a variety of settings, including streets, shelters, hospitals, jails, and encampments.
- Able to conduct street outreach in all weather conditions.

Experience

- 2 years of experience working in services for homelessness, mental health, substance abuse, HIV/AIDS, and/or case management for vulnerable populations.
- Bachelor's degree, licensure in a relevant discipline, and/or equivalent experience/training (Certified Addictions Specialist, Peer Certification, etc.).

Benefits

Miriam's Kitchen is proud to offer comprehensive benefits that support the continued health and wellbeing of our team including: 100% employer-paid medical, dental, and vision insurance; generous medical coverage for dependents; 100% employer-paid short-term disability, long term disability, and life insurance; employer retirement contributions; generous annual paid leave, and annual professional development funds for all full and part-time team members.

To Apply: Please submit your resume and cover letter to jobs4@miriamskitchen.org with "OUTREACH CASE MANAGER" in the subject line.

Miriam's Kitchen values diversity in thought and experience and is committed to assembling a diverse workplace. People of color, people with lived experience in the issues MK works on, veterans, and LGBTQIA persons are strongly encouraged to apply.