Position: Senior Case Manager

Classification: Non-Exempt

Reports To: Clinical Director

Department: Social Services Team

Salary Range: $53,500 - $56,000

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 Social Services Program works to help guests connect to needed services and care, with a priority on securing housing and maintaining housing with support from Miriam's Kitchen and community providers. The program seeks to help guests be as healthy as possible and be able to successfully pursue their goals.

Miriam's Kitchen's senior case managers invite guests to receive a wide range of social services either at Miriam's Kitchen or through community services, including mental health, medical, and substance abuse services, assistance finding adequate shelter and permanent housing, connection to employment, and help meeting other immediate needs such as clothing, toiletries, transportation, and haircuts. By creating an atmosphere of hospitality where guests can choose how they receive support, Miriam's Kitchen is able to build relationships with many vulnerable individuals who have difficulty connecting with services due to complex barriers such as a mental illness or problems with substance abuse. Miriam's Kitchen also seeks to build a sustaining community for our guests that draws on their creative gifts through Miriam's Studio, which invites guests to participate in group activities such as art therapy and creative writing workshops, yoga sessions, wellness programs, and advocacy groups.

The Senior Case Manager will provide a variety of direct services to homeless individuals during our program hours, supervise Case Managers as determined by the Clinical Director, work to continuously innovate and improve program performance, and collaborate with other providers and policymakers to meet the needs of homeless individuals in Washington, DC.

DUTIES AND RESPONSIBILITIES

- Act as one of the lead clinicians in busy case management and meal program serving 150+ guests per meal. Coordinate services to ensure that all aspects of the program run smoothly and respond to any crises that arise.
- Develop trusting relationships with guests and engage them in services for housing, mental health, substance abuse, health, education, and employment. Facilitate referrals to services to ensure a smooth and established connection.
• Engage guests during the Miriam’s Studio program and help ensure smooth functioning of studio groups.
• Supervise Case Managers and create a positive, productive work atmosphere for Social Services team.
• Maintain written and computerized records, compile reports and complete other program documentation (e.g. case notes, incident reports, etc.). Maintain appropriate confidentiality of guests’ information and records.
• Evaluate and improve performance of Miriam’s Kitchen programs. Actively look for ways for Miriam’s Kitchen to expand or change programs to fill unmet needs.
• Support and encourage activities of Miriam’s Kitchen volunteers.
• Identify advocacy priorities of guests and be a strong leader in Miriam’s Kitchen advocacy efforts to end chronic homelessness in Washington, DC.
• Participate in relevant homeless services provider groups, advocacy coalitions, and city policy workgroups.
• Other duties as assigned

QUALIFICATIONS

Knowledge, Skills and Abilities

• Knowledge, experience, and ability to connect with individuals experiencing mental health issues and/or substance abuse.
• Ability to work as a member of a culturally diverse team.
• Proficiency in Spanish is preferred, but not required.
• Flexibility, openness, and comfort working in a fast paced program services environment with a diverse population of guests with a variety of backgrounds and lived experiences.
• Strong communication skills.
• Strong sense of boundaries.
• Strong interest in and commitment to ending chronic homelessness in DC.
• An understanding of the structural and systemic causes of homelessness.

Experience

• Master of Social Work with licensure at LGSW or LICSW level preferred or Master’s degree/equivalent experience in a related field.
• A minimum of two years of experience working in services for people experiencing homelessness, mental health issues, and/or substance abuse issues.

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 jobs3@miriamskitchen.org with “Senior 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.