



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 an initial liaison between the targeted individual and housing provider in a variety of settings. Additionally the Outreach Case Manager will conduct outreach with the aim of meeting basic needs of our clients, including wellness checks, provision of food and drinks, and provision of other basic needs as assigned.

DUTIES AND RESPONSIBILITIES

- Provide outreach, case management, and housing navigation services in any setting necessary, including streets, parks, 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.
- Access the Homeless Management Information System (HMIS) to input VI-SPDAT assessments and upload people's 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.
- Provide housing match services to a primary caseload of high-priority people to facilitate the housing process and ensure successful housing placement.
- Attend trainings as assigned.
- All other duties as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities

- An understanding of the structural and systemic causes of homelessness
- Comfort working with a diverse population with a variety of backgrounds and lived experiences

- Familiarity with the homeless services and housing landscape in Washington, DC.
- Spanish proficiency preferred.
- Comfortable operating computers, inputting information into a database, and typing/documenting case notes.
- Strong communication skills and sense of boundaries.
- Able to work productively independently *and* collaboratively as part of a diverse, tight-knit team.
- Able to navigate DC via public transportation and on foot.
- Able to work in the context of COVID-19, in a variety of settings, including streets, shelters, hospitals, jails, and encampments.
- Able to handle physically demanding work – to include but not limited to; standing and/or walking up to 8 hours per day conducting street outreach in all types of weather.
- Able to provide face-to-face case management services outdoors and in congregate settings in the context of COVID-10
- Must be able to lift and/or carry up to 20 lbs.
- Candidates with a drivers license and who own a car are encouraged to apply.

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.).

Or, for those applying as a peer

- High School Diploma or GED program with relevant work experience with homeless services
- 1+ years of relevant peer work experience and peer certification
- Lived experience homelessness/mental health/substance use

To Apply: Please submit your resume and cover letter to Jobs1@miriamskitchen.org with “Outreach Case Manager” in the subject line