



Supportive Housing Case Manager

Reports to: Director of Housing

Mission and Values of 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 the chronically homeless.

Miriam's Kitchen's core values:

- Our guests and residents are the center of everything we do.
- We are passionate about our work for justice and creating meaningful change.
- We work hard and have fun.
- We are all advocates and fundraisers.
- We are good stewards of relationships and resources.

Permanent Supportive Housing Program Summary:

The Permanent Supportive Housing Program provides support services to chronically homeless individuals in permanent supportive housing to help residents maintain stable housing and achieve the highest level of self-sufficiency and quality of life possible. Support services are delivered in a Housing First model that emphasizes resident choice, flexible and voluntary services in the community, a recovery orientation, and community integration. Holistic support services are driven by residents' strengths and goals, and focus on linking residents—many of who have complex barriers to housing such as mental illness, substance abuse, trauma, and long-term health problems – to needed community services and resources.

Position Summary:

PSH Case Managers provide community-based support services to a primary caseload of 20 residents who were formerly chronically homeless. PSH Case Managers work together as a team to help individuals from homelessness to housing through the housing identification process, and to provide support services to chronically homeless individuals in permanent supportive housing to help residents maintain stable housing and achieve the highest level of self-sufficiency and quality of life possible.

Essential Duties and Responsibilities:

- Develop trusting relationships with Permanent Supportive Housing residents. Engage residents to collaboratively develop goals and service plans for housing, mental health, substance abuse, health, education, income, employment, and other goal areas. Support residents' work toward goals through individually tailored services and by facilitating effective connections to community services and resources. Examples of support services include successful tenancy problem-solving, independent living skill-building, connection to public benefits and employment assistance, money management support, and connection to medical, mental health, and substance abuse services.

- Provide outreach, case management, crisis support, advocacy, and other needed services to residents, primarily in the community and residents' homes, but in any setting necessary, including streets, shelters, jails, hospitals, program office, etc.
- Meet or exceed the monthly client contact requirements of four times per month within the first three months of being housed and 3 times per month thereafter, including one home visit per month.
- Support residents' wellness and independence.
- Monitor residents' medical and mental health needs, including monitoring medication management.
- Act as a liaison with landlords and other community stakeholders to promote the success of residents and the PSH program.
- Collaborate with other service providers in the community to ensure that residents are receiving high-quality, effective services to meet their needs.
- Maintain written and computerized records, compile reports and complete other program documentation (e.g. case notes, incident reports, home visit reports, monthly and quarterly reports). Maintain appropriate confidentiality of resident's information and records.
- Actively look for ways for Miriam's Kitchen to expand or change PSH program to better meet residents' needs.
- Perform all other duties as assigned.

Qualifications and Requirements:

Specific qualifications and requirements include:

- Bachelor's degree in social work, psychology, sociology, counseling or other related social service/science disciplines and two years of experience providing case management services, or a masters' degree in these fields.
- Experience working in services for homelessness, mental health, substance abuse, or HIV/AIDS preferred.
- Enthusiastic about Housing First approach.
- Proficiency in Spanish is **strongly** preferred.
- Ability to work as a member of a culturally diverse team. We are actively recruiting diverse applicants.
- Strong communication skills.
- Strong sense of boundaries.
- Valid driver's license and ownership of a motor vehicle.

Salary and Benefits:

Competitive salary. Benefits include generous annual leave; fully covered health, dental, and vision insurance; 403(b) retirement plan with employer contributions; life insurance; short and long term disability insurance; and professional development funding.

To Apply:

Resume, cover letter, and salary requirements should be e-mailed to jobs@miriamskitchen.org, to the attention of Housing Hiring Manager. **Please include "Housing Case Manager Position" in the subject line of your email.**