141 Franklin Street Stamford, CT 06901
InspiricaCT.org

Inspirica, Inc.
Case Manager, Permanent Supportive Housing
Job Description

Location: Stamford, CT
Reports to: Director, Case Management
FLSA Status: Exempt
Hours per week: 40; 9am-5pm, Monday-Friday

About Us
Inspirica is a mission-driven 501C3 organization dedicated to providing housing and comprehensive services to individuals and families experiencing homelessness. With multiple programs and diverse grant funding sources, we work to create sustainable solutions that empower our residents and strengthen our community.

Position Overview
The Case Manager is responsible for maintaining his/her own caseload and supporting the Director in managing all aspects involving the residents at our Permanent Supportive Housing sites and two of our Deeply Affordable Housing sites. This includes assisting the residents with their goals, monitoring participant progress, enforcing program policies and guidelines, collaborating with property management, collaborating with outside providers, data entry, timely documentation of services, and serving as backup for the Director as needed.

Principal Roles, Responsibilities and Duties

- The Case Managers will generally work an 8 hour shift Monday through Friday; may be required to deviate from those hours to address emergencies or special circumstances (resident crises, physical damage, significant appointments, etc).
- The Case Manager must be familiar with all external program requirements including those established by law, regulation, or our contract for funding agencies.
- The Case Manager is responsible for ensuring residents of all the properties are supported in their independent living settings. They will need resources/guidance on economic/financial obstacles but may need assistance with health/mental, legal, and family issues.
- The Case Manager will provide the appropriate level of care for those identified on their caseload. Each resident is continually assessed for level of independence and progress toward stability. Outreach responsibilities include: letting residents know via flyer, letter, or phone contact of existing community resources and inviting outside resources to present and connect with residents. Caseload responsibilities include: conducting intakes, ensuring residents are oriented in their apartment, preparing and updating case plans, meeting with residents, preparing progress notes, daily activity log, assisting with eviction prevention, updating the Senior Director/Director/Property Manager with critical information, and other ad-hoc tasks.
- The Case Manager is responsible for:
  - Goal development: Assist residents with the identification of goals and development of suitable case plans.
  - Reporting: Gather, organize and interpret relevant resident information regularly.
  - Case plan follow-up: Regular follow-up with residents to ensure progress on case plans

- Conducting home visits: Meeting with the resident in their unit to observe and help improve living conditions as necessary. Including helping fill out maintenance requests and follow up with property management.
- Internal partnering and coordination: Link residents to relevant Inspirica programs, including the education, employment, and housing coordination programs.
- External partnering and coordination: Partner with external resources relevant to clients' needs in order to enhance self-sufficiency and well-being.
- Client navigation: Provide reinforcement support for clients with navigating external resources through collaboration, mediation, and advocating for the client through unclear and difficult situations.
- Life skill development*:* Coordinate ongoing house meetings and flyers that focus on skill-building development related to social skills, motivation, and other development-related needs.
- Housing assistance: Helping residents prepare and apply for independent community living opportunities. This can include applying for housing, seeking apartments, and connecting to financial resources.
- Crisis management: the Case Manager is responsible for managing crises that arise while s/he is on shift including:
    - The completion of incident reports within 24 hours.
    - Reporting to the Director and/or the Senior Director ~~b~~y phone any 911, safety, health, or hazard incidents.

Education

- Bachelor's degree in Social Work, Psychology or a related field.

Experience, Skills and Knowledge

- At least three years of experience working in social services (ideally with the homeless, mental health, and/or substance abuse populations)
- Sound judgment and ability to problem-solve
- Excellent organizational skills and attention to detail
- Ability to meet specific goals and deadlines
- Excellent interpersonal and conflict resolution skills
- Strong oral and written communication skills
- Ability to work well both independently and as a member of a team
- Proficiency in Microsoft Office
- Valid driver's license with a good driving record
- Ability to report to work, even in bad weather
- Fluency in Spanish, Russian, or Haitian Creole is a plus