

Heart, Love & Soul Inc.

TITLE: Homeless Outreach Case Manager
JOB STATUS: Full Time Salaried/Non-Exempt
PAY: \$42,500.00 to \$45,000.00
TITLE OF SUPERVISOR: Program Director
SEND RESUME TO: Pamela Dixon – p.dixon@heartloveandsoul.org

JOB SUMMARY

The Homeless Outreach Case Manager works both in an office setting and in the field to successfully engage those experiencing or at risk of street and/or chronic homelessness in the City of Niagara Falls assisting them with basic needs, including housing.

ESSENTIAL DUTIES

Engagement and Service Provision

- Maintains regular contact with street and shelter clients
- Assists clients with navigating the social services network to obtain and/or maintain benefits
- Performs regular outreach throughout the community including to soup kitchens, shelters, encampments, and community organizations
- Participates in weekend, night and/or early morning outreach with the outreach team as needed
- Distributes PPE and other emergency items
- Conducts and scores housing-related and other assessments
- Collaborates with local agencies and case workers to build positive working and referral relationships

Record Keeping

- Keeps records of guest interactions in assigned data systems
- Prepares reports in a timely matter
- Communicates pertinent information regarding guest needs to other staff members as appropriate
- Honors guest confidentiality, HIPPA and other regulations as identified

Other

- Attends and participates in regular staff and community meetings including but not limited to Niagara County Coalition for Services to the Homeless
- Attends seminars and workshops as identified
- Participates in agency wide special events such as holiday programming, Project Connect Niagara, fundraising events, etc. as requested
- Other duties as requested by supervisor which may include occasional evening or weekend responsibilities

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Established knowledge of existing human service network, especially in the city of Niagara Falls
- Strong verbal and written communication skills
- Strong attention to detail and follow-through
- Computer literacy
- Preferred experience with database utilization such as a Homeless Management Information System, Electronic Medical Record, etc.

QUALIFICATION STANDARDS

- Associates degree required, bachelor's in social work or related field preferred
- Previous experience in Social Work or related field

ERGONOMIC REQUIREMENTS

Sitting, standing, stooping, bending, standard lifting (50 pounds), carrying, some repetitive movements. All of the ergonomic requirements must be performed without significant risk of injury to oneself or others, or otherwise demonstrate or explain how one can perform essential functions listed above.

