

**Department: Permanent Housing – Gilead House**

**Position: Case Manager**

**Classification: Salary**

**Schedule: 7:00AM to 3:00PM Monday - Friday**

**Supervisor: Director, Gilead House**

**Salary: \$45,000.00**

### **About Inspirica**

Inspirica strives to end homelessness and housing insecurity by helping individuals and families achieve stability through support services and affordable housing. We are one of the largest providers of services to the homeless in Connecticut and the largest in Fairfield County.

In FY21, we housed over 500 adults and children in 12 residential facilities, including emergency shelters, transitional, deeply affordable, and permanent supportive housing, and rapid rehousing. Our support services are similarly comprehensive and include vocational training, workforce education, job placement, housing placement, job & housing retention support, early childhood & parenting services, children's services, health care, counseling, case management, and more. Additionally, we provide direct access to mental health, psychiatric and dental care, and substance abuse treatment through a network of strategic partnerships.

We are a results-oriented organization with a caring professional staff and dedicated volunteers who believe in individual human potential, personal accountability, and mutual respect.

### **Program Overview**

Inspirica's Gilead House Program (GHP) is a 16-bed transitional housing program for people living with mental illness. The 16 beds include three beds that are part of a jail-diversion program which persons with mental illness who are charged with non-violent crimes can avoid jail as their cases work their way through the court system. GHP collaborates closely with the F. S. Dubois Mental Health Center which is a part of the State of Connecticut Department of Mental Health and Addiction Services. Participants live in single bedrooms throughout 3 floors, each of which has 2 bathrooms, a kitchen, and a common TV room.

The goal of GHP is to successfully transition participants living with mental health illness to permanent housing in the community and to help them sustain this housing indefinitely.

## **Position Overview**

The Case Manager reports to the Director of Gilead House. Within the framework of certain policies and objectives established for all Inspirica residential programs and under the direction of the Director, the Case Manager is responsible for maintaining his/her own case load and supporting the Director in managing all aspects of the Gilead House Program. This includes setting the tone for the program, enforcing program rules and policies, monitoring participant progress, ensuring the physical property is maintained in a safe and clean condition, and serving as back up for the Director as needed.

## ***Specific Job Duties***

1. The Case Manager will generally work from 7am to 3pm Monday through Friday but may need to be flexible with these hours to:
  - a. Address emergencies in the program that cannot be handled remotely or completed by shift's end.
  - b. Respond to serious weather conditions. In the event of serious storms where it is anticipated that staff may not be able to come to work, Case Managers may be asked to provide additional coverage.
2. The Case Manager must become familiar with all external program requirements including those established by law, regulation or our contracts with funding agencies such as Targeted Case Management and databases HMIS and Ddap.
3. The Case Manager will have a personal case load of up to 16 clients and is responsible for all case management responsibilities for these participants. This includes conducting client intakes, updating HMIS and Ddap, ensuring program agreements are completed, preparing case plans and updating them quarterly, meeting with residents at least once a week, preparing progress notes after each client encounter, updating logbooks during shifts, and updating release of information consents as needed. Additional responsibilities include:
  - Uphold confidentiality by following HIPAA guidelines
  - Maintaining client files
  - Assisting clients in identifying goals and developing a case plan
  - Regularly following up with clients and community partners to ensure progress on case plans is being made

- Coordinating services with Inspirica support services or other community partners
  - Maintaining good working knowledge of, and relationships with, other service providers and identifying and referring clients to appropriate resources to enhance their self-sufficiency and well being
  - Navigating client crises
  - Advocating for his/her clients
  - Design and conduct participant house meetings that focus on ADLs, social skills, entertainment, and leisure activities.
4. The Case Manager is responsible for conducting regular program inspections. This will include inspecting participant rooms and common areas addressing ADLs as needed.
5. The Case Manager is responsible for managing crises that arise while he/she is on shift including:
- Calling the proper authorities
  - Completing incident reports within 24 hours
  - Reporting to Director/Deputy Chief Program Officer for Permanent Housing by phone any 911, safety, health, or hazard incidents

### **Required Knowledge, Skills, and Experience**

The ideal candidate will possess:

- A valid driver's license and good driving record
- Bachelor's degree in social work, human services, psychology, or sociology.
- 3-4 years case management experience
- Experience with HMIS and/or DDap
- Experience working in residential programs and with mental health populations

Candidates should email resume, cover letter, and writing sample (in Word format) with "Job Title" in the subject line to: [search@InspiricaCT.org](mailto:search@InspiricaCT.org)

***Inspirica is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including age, disability, race, religion, national origin, gender identity or expression, sexual orientation, marital status, veteran status, the presence of a non-job related handicap, or any other legally protected status.***