

Senior Case Manager

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.

Position Overview:

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

Principle Roles, Responsibilities and Duties:

1. The Senior Case Manager will generally work 40 hours a week Monday through Friday but may be required to deviate from those hours to:
 - a. Address emergencies (client crises, physical damage etc.) in the Program that cannot be handled remotely during off hours and on weekends.
2. The Senior Case Manager will have a personal case load of 15-20 clients and is responsible for all case management responsibilities for these participants. This includes conducting client intakes, updating HMIS & DDAP, ensuring program agreements are completed, preparing case plans and updating them quarterly, meeting with his/her assigned participants at least once a week, preparing progress notes weekly, log books daily, updating release of information consents every 6 months etc.

3. The Senior Case Manager is responsible for:
 - Performing all Chief's responsibilities in their absence; which includes, completing necessary reports, HMIS, running team meetings, and other duties as they may be assigned.
 - Preparing and Assisting clients in identifying goals and developing a service plan with client input.
 - Collecting, organizing, and interpreting relevant client information on an ongoing basis
 - Regularly and effectively following up with clients to ensure progress on service plans is being made.
 - Coordinating services with other Inspirica programs, including the education, employment, housing coordination and retention programs.
 - 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.
 - Negotiating, mediating, and advocating for his/her clients.
 - Coordinating and running counseling groups and participant house meetings that focus on ADL's, social skills, motivation, and related needs.
 - Driving clients to appointments and classes.
4. The Senior Case Manager is responsible for ensuring the program has the necessary supplies, and is safe, clean, and well maintained. This will include regular inspections of the office and residential spaces, maintaining supplies in inventory and distributing supplies to participants/staff as needed. The Senior Case Manager may be required to assist clients with preparing meals depending on client needs.
5. The Senior Case Manager is responsible for managing crises that arise while s/he is on shift including:
 - Completing incident reports within 24 hours.
 - Reporting to Director/Chief Program Officer by phone any 911, safety, health or hazard incidents.

Desired Experience, Skills and Knowledge:

- Must be familiar with all external program requirements including those established by law, regulation or our contracts with funding agencies. Must have a valid driver's license and a good driving record.
- Bachelor's Degree in Social Work or related field preferred, Masters preferred.
- Experience with HMIS & DDAp databases.
- Experience working in the homeless population (mental health and addictions) and HIV/AIDS. Ability to problem solve crisis situations.
- Must be able to obtain or have CPR/First Aid and Blood Pathogens Certification.
- Uphold confidentiality by following HIPPA guidelines.

Hours – Monday through Friday - 8:00AM – 4:00PM

Salary - \$52,000.00

Candidates should email resume, cover letter, and writing sample (in Word format) with "Senior Case Manager" in the subject line to: 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.