Arlington Street People’s Network (A-SPAN)
Day/Outreach Program Case Manager
(Day Program/Outreach)
Job Description

The Day/Outreach Program Case Manager is a member of the HSC (Day/Outreach Program) team and works with Day/Outreach Programs and street homeless individuals to help them develop and fulfill Individual Housing Plans leading to stable income and permanent housing. The Day/Outreach Program Case Manager will work under the direct supervision of the Manager of Outreach and Day Program.

Duties include the following:

1. Directing operation of the community room to ensure effective and efficient client services delivery
2. Performing case management intake assessing the individuals’ social and economic needs, noting observations on possible mental health and substance abuse issues through the administration of the VI-SPDAT as well as other engagement tools.
3. Coordinating and presenting “moving on classes” offered to Day/Outreach Program. Participants and those living on the streets (developed by DHS agencies).
4. Completing intakes for each client who enters Day/Outreach Program and street homeless in accordance with the CAS System in HMIS.
5. Coordinating all efforts towards housing (Day/Outreach Program/Street Homeless clients) in collaboration with DHS and community partners.
6. Coordinating all services and resources available to homeless individuals such as:
   o accessing available services
   o Identity documents
   o benefits
   o health services
7. Informing individuals of all available services offered at the Day/Outreach Program.
8. Assisting persons in crisis to ensure safety and stabilization.
9. Maintaining up-to-date and accurate case notes, including daily log.
   o Detailed notes on progress toward achieving IHP goals.
   o Maintain individuals’ files including participation agreement, release forms, IHP and up-to-date progress notes.
10. Providing a warm hand off to ongoing case management services for clients placed in housing with supports.
11. Providing stabilization services (aftercare) for clients housed and not receiving services.
12. Providing monthly updates on clients receiving aftercare.
13. Maintain individuals’ confidentiality at all times.
14. Working as part of a team, meeting regularly to share information, strategies, mutual support, and ideas with a primary goal to address the long-term needs of homeless individuals including access to permanent housing.
15. Updating skills by taking advantage of available training opportunities.
16. Other duties as assigned including crisis intervention and back-up support for Day/Outreach Program walk-in hours and community response calls.
17. Adhere to N.A.S.W. Code of Ethics.
18. Other duties as assigned.

Qualifications:
The Day/Outreach Program Case Manager must have a minimum of a BSW or Bachelor’s degree in a related field. Experience with substance abuse, mental health issues and chronically homeless individuals are preferred. The Day/Outreach Program Case Manager must have the ability to work well with individuals in crisis, communicate effectively, and have strong organizational skills. Patience, persistence and consistency in services are necessary. The Day/Outreach Program Case Manager must have a valid driver’s license and current car insurance. Being bi-lingual (Spanish/English) would be a plus.