



**JOB ANNOUNCEMENT:  
CLINICAL CASE MANAGER**

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**About Abby's House**

Founded in 1976, Abby's House was one of the first shelters specifically for homeless women in the US. Our mission is "to provide shelter and affordable housing, as well as advocacy and support services, to homeless, battered and low-income women, with or without children." Abby's House currently has 79 units of supportive housing and 9 overnight shelter beds. Abby's House has a long and rich history of working with the complexities of homelessness and abuse, and provides a safe, trauma-sensitive, supportive, and welcoming environment. We help each woman to recognize her own inner strengths and abilities and to connect with the resources, information, and support to heal and reclaim her life.

**Position Overview**

The Clinical Case Manager provides clinical case management with the women of Abby's House to help remove barriers to housing placement and retain permanent housing. The Clinical Case Manager's primary responsibilities are to comprehensively assess initial and ongoing individual needs, build rapport, and sustain therapeutic engagement. The Clinical Case Manager utilizes clinical knowledge and skills to identify interventions that target growth in coping skills and other life-skills learning. The Clinical Case Manager supports housing stability, medical and mental health wellness, and community integration using evidence-based practices such as motivational interviewing, harm reduction, housing first, and trauma-informed care. This position reports directly to the Director of Programs and is a key position in serving women and children at Abby's House. The following is not necessarily an exhaustive list of all of the responsibilities and requirements associated with this position.

**Essential Duties and Responsibilities**

In collaboration with the Advocacy team, the Clinical Case Manager will perform the following duties and responsibilities:

**Provide Direct Clinical Services to Guests and Residents**

- Develop and maintain professional goal-directed relationships with shelter guests and residents of Abby's House
- Conduct intakes with guests and residents in a respectful and sensitive manner
- Complete assessments to begin to determine each guest and resident's needs
- Provide crisis assessment and intervention
- Facilitate life skills and coping skills groups for guests and residents
- Contribute clinical insight during weekly team meetings and in 1:1 consultation with staff
- Collaborate with external providers to enhance the coordination

- Engage shelter guests and residents and identify interventions with an approach emphasizing a person-centered approach, harm reduction, and the restoration of community functioning within a setting guided by trauma-informed care, housing first principles, and professional boundaries
- Assist in the screening, intake, and enrollment of shelter guests and residents, including orientation to program policies and goals
- Complete comprehensive biopsychosocial assessments and functional needs assessments to guide individualized Empowerment Plans that identify the person's strengths, capacities, and goals
- Complete collaborative goal plans with participants with the purpose of targeting areas that will improve quality of life and health outcomes
- Write and maintain accurate, complete, and up to date empowerment plans, progress notes and data in electronic database
- Ensure all resident and shelter guest's documents within the electronic health record are complete, accurate, and current
- Maintain confidentiality of resident and shelter guest information per HIPPA guidelines
- Coordinate appointments, transportation, and follow-up services for shelter guests and residents to improve access to primary health care, mental health care, substance use services, and other local resources to build sustainable community connections and reduce the need for emergency health care services
- Support program participants by teaching and modeling life skills such as budgeting, housekeeping, meal preparation, appointment scheduling, health maintenance, and socialization within the community
- Communicate effectively with property management and other third-party partners
- Work cooperatively and cohesively with a multi-disciplinary team, including participation in weekly team meetings, individual supervision, and training
- Other duties, as assigned

### **Qualifications**

- A master's degree required, preferably in a human services field in mental health, social work, or psychology
- Certifications or licenses in addiction, trauma and or mental health preferred, including LICSW, LCSW, LMHC, and LMFT
- Experience with trauma-informed care/treatment and respect for women's autonomy and self-determination and their incorporation into everyday practices
- Compassionate, hopeful, and respectful, with the ability to listen and be non-judgmental, along with a positive mindset
- Minimum of 2 years of clinical experience
- 5+ years of experience working with underserved populations to include women at risk due to homelessness, chronic health or mental health needs, substance use, and those who have experienced interpersonal violence
- Familiarity and experience with supportive housing and/or shelter models
- Experience fostering and supporting individual and organizational inclusion and equity
- Collaborative, flexible, and solution-oriented
- Ability to stay organized and use time effectively
- Excellent communication skills, open and transparent
- Exceptional level of professionalism in managing relationships and interactions in multiple settings

### **Necessary Skills/Abilities**

- Patient, understanding, and supportive
- Ability to engage in collaborative relationship with multidisciplinary team
- Excellent written and oral communication skills
- Word processing and computer skills
- Excellent interpersonal and organizational skills
- Ability to prioritize and manage multiple tasks
- Maintain flexible schedule to meet program needs and attend required meetings
- Ability to work well under pressure
- Comfortable with receiving clear, direct feedback from supervisor and peers
- Appropriately interact with people from diverse socio-economic, racial, and cultural backgrounds
- Maintains an attitude fairness, openness, and respect and supports the development of cultural competency at Abby's House
- Remains open to different opinions and viewpoints and is willing to learn from them
- Respects and values all people's voices, including children, families, and colleagues
- Sense of humor
- Highly flexible and energetic
- Enjoys working with and motivating guests and residents
- Publicly represent Abby's House at events that serve to educate the public about the issues that face women who are homeless, abused, and low-income

***This position requires the ability to occasionally work on evenings and weekends.***

**Salary & Benefits:** This position is a full-time, exempt position and provides competitive pay based on a market analysis of comparable positions. Abby's House offers a generous benefits package, including 4 weeks of annual vacation time, holidays, sick time, health insurance, short term and long-term disability insurance, life insurance and employer-paid parking.

Abby's House is an equal opportunity employer and embraces diversity at all levels of the organization. In keeping with our values, Abby's House is committed to Diversity, Equity, Inclusion, and Anti-Racism in all the organization's activities, programs, practices, and services. We also are a Trauma-Informed organization, and we encourage applicants who have ample capacity for reflective thinking and learning and with lived experience who are well-grounded in their own recovery.

### **How to Apply**

If you are interested in applying for this position, please send a resume and cover letter to [applications@abbyshouse.org](mailto:applications@abbyshouse.org). Applications will be reviewed on a rolling basis. We will accept applications until the position is filled. Apply as early as possible.