



JOB ANNOUNCEMENT:

CASE MANAGER

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About Us

Abby's House was founded in 1976 by Annette Rafferty and named after Abby Kelley Foster, a major figure in the anti-slavery and women's rights movement. Abby Kelley Foster was a tireless crusader for social justice and an apt figure to represent the mission of the organization. Abby's House was one of the first shelters in the U.S. specifically for women experiencing homelessness and 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. Foster's legacy provides the inspiration and foundation of our commitment to diversity, equity, and inclusion.

Position Overview

The Case Manager works directly with low-income women from diverse backgrounds who are living in Abby's House 79 units of supportive housing and 9-bed shelter, and coordinates programming in the Women's Center. The Case Manager provides case management with the women of Abby's House to help remove barriers to housing placement and retain permanent housing. The Case Manager's primary responsibilities are to comprehensively assess initial and ongoing individual needs, build rapport, and sustain engagement. The 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 Women's Services Supervisor and is a key position in serving women and children at Abby's House. This is a full-time position, Monday-Friday, with a preference for one evening a week. The Case Manager participates in on-call phone coverage rotation that includes approximately one week of weeknight/ weekend coverage each month. The following is not necessarily an exhaustive list of all of the responsibilities and requirements associated with this position.

Essential Job 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 collaborative Empowerment Plans with participants with the purpose of targeting areas that will improve quality of life and health outcomes
 - Provide crisis assessment and intervention
 - Facilitate life skills and coping skills groups for guests and residents
 - Collaborate with external providers to enhance the coordination of services
 - Engage shelter guests and residents and identify interventions emphasizing a person-centered approach, guided by trauma-informed care and professional boundaries

- Assist in the screening, intake, and enrollment of shelter guests and residents, including orientation to program policies and goals
- 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

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.

Qualifications

Bachelor's degree in a human services field (mental health, social work, psychology, prevention science) or equivalent experience; Minimum 2-4 years of experience working with underserved populations to include women at risk due to homelessness, chronic health or mental health needs, low income, LGBTQ, and those who have experienced interpersonal violence; Experience planning and scheduling resident activities; 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; 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

Salary & Benefits: This position is a full-time, non-exempt position. Abby's House provides competitive pay based on a market analysis of comparable positions. Abby's House offers a comprehensive 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.

How to Apply: If you are interested in applying for this position, please send a resume and cover letter to applications@abbyshouse.org. **Applications will be reviewed on a rolling basis.** We will accept applications until the position is filled.