

Willis Dady Emergency Shelter

Job Title: Street Outreach Case Manager

Immediate Supervisor: Crisis Services Manager

Agency Overview: Since 1987, Willis Dady Homeless Services has been working to fulfill our mission of *empowering all experiencing homelessness to build futures of self-sufficiency through advocacy, housing, and employment*. Willis Dady offers robust and individualized services through 8 programs to individuals and households at experiencing homelessness in Linn County, Iowa. Willis Dady is committed to partnering across sectors/industries to provide the most innovative and comprehensive homeless services in our community.

Position Summary:

The Street Outreach Case Manager is essential in assisting households experiencing homelessness by connecting them with community supports and housing opportunities. This role involves providing time sensitive case management, peer support, resource referrals, goal development, client advocacy, and service coordination.

Success in this position requires a proactive, solutions-oriented approach, strong communication skills to engage clients and service providers, and proficiency in motivational interviewing or similar techniques. The ideal candidate upholds ethical standards, excels in collaborative problem-solving, and is committed to empowering individuals facing significant barriers to self-sufficiency.

This is a full-time position (40 hours/week) with an hourly rate of \$21.19/hour and a competitive benefits package: 75% health premium covered by the agency, dental and vision plans, 3% Simple IRA match, short-term and long-term disability, life insurance, paid time off, personal days, flexible scheduling, and a 30-day paid sabbatical after five years of employment. Willis Dady is a federal student loan forgiveness qualifying agency. This position requires scheduling flexibility to meet the needs of the agency. The Street Outreach Case Manager must have scheduling flexibility to meet client and program needs.

To Apply: Please submit a resume, and three professional references to Alicia Faust, Executive Director, at alicia@willisdady.org or via mail at 1247 4th Ave SE Cedar Rapids, IA 52403. Interested applicants may also call for more information at 319-362-7555. Applications are now being accepted until the position is filled.

Requirements:

The Street Outreach Case Manager must be self-driven and motivated to help households experiencing homelessness connect to necessary resources and utilize a housing first approach. Previous experience working with high barrier populations or people experiencing homelessness is strongly preferred.

Qualified candidates must have:

- Four-year degree with a minimum of 3 years of experience working with high barrier populations or people experiencing homelessness. In lieu of education requirements, candidates must have a minimum of 5 years of experience working with high barrier populations or people experiencing homelessness.
- Have prior experience working with people who have a mental illness and completed the following trainings: suicide prevention, motivational interviewing, and harm reduction.
- Align with agency core values: Support, Stability, and Opportunity: Empowerment: Equity and Inclusion: Meet People Where They're At: Energy, Enthusiasm, and the Courage to Lead: Acting with Integrity: Community.
- Ability to travel throughout Linn County, a valid driver's license, and access to a reliable vehicle. All work-related travel expenses will be reimbursed by Willis Dady.
- Ability to work well independently and with a team. Must have time management skills to make independent decisions about schedule, travel, client priorities, etc. Must be able to communicate effectively and professionally with all team members.
- Strong verbal and written communication skills.
- Have no serious misdemeanor or felony convictions for the last 7-years

Principle Responsibilities/Duties:

1. Provide comprehensive case management and coordination of basic needs to a varying caseload size. The Street Outreach Case Manager will demonstrate openness and respect for all clients regardless of personal differences. They must be willing to meet with clients in various locations (primarily outside) and with clients who have a range of abilities and needs.
 - Conduct the full intake process including initial assessment of needs, establishment of a housing stability plan, diversion assessment, and referral to Coordinated Entry Street Outreach for a housing assessment within 24-hours of literal homeless verification.
 - Work with Coordinated Entry Street Outreach to coordinate shelter placements and appropriately support every individual with a supportive transition plan and conduct follow up as needed.
 - Provide literal homeless verifications for shelter and housing placements as requested by case managers and partner agencies. Ensure verification is conducted in alignment with Street Outreach Coalition expectations and meet HUDs definition of category 1 homelessness.
 - Provide housing focused case management meetings to all caseload clients. These meetings must be a combination of working towards their unique housing goals and meeting day-to-day basic needs.

- Work with each client to develop and progress on individual service plans according to individual goals and objectives and ensure that client interactions are person-centered, goal focused and reflect each client's service plan.
- Focus case management on meeting basic needs, connection to housing programs and acquiring documents necessary for obtaining housing and income. Effective case management will include developing crisis plans, community resource connections and supporting individual stability goals.
- Provide support and comprehensive solutions to unsheltered individuals through the Community Homeless Encampment Engagement Plan and support encampments with empathy, practicality, and sustainability while focusing on long-term solutions.
- Actively participate in the planning of and leading of a Point in Time count team twice per year and accurately complete and submit all required supporting documentation to the lead agency by requested deadline.
- Use motivational interviewing skills to facilitate goal setting conversations.
- Actively participate and collaborate with the Coordinated Entry Street Outreach Coalition and Lived Experience Advisory Council.
- Provide a harm reduction approach to clients struggling with substance use or mental health needs.
- Maintain a regular outreach schedule to proactively connect with individuals experiencing homelessness not connected to community services and actively attend community meal sites, Day Center, and other public locations.
- Attend weekly 1:1 supervision meetings and weekly team case consultation meetings.
- Document all client interaction and maintain accurate paperwork as required by Willis Dady and funders.

2. Administrative

- Become ServicePoint certified within one month of employment. Accurately submit all households served data to Data Compliance Specialist and correct any errors in accordance with the agency data timeliness expectations
- Maintain agency record keeping and all communications in a confidential manner as per agency and program policies, including tracking program participant case notes, referrals, and progress
- Maintain and update case notes daily and make other paperwork updates in a timely and confidential manner
- Comply with all Street Outreach programs policies and assist the agency in meeting program expectations
- Keep records of Success Stories that can be shared with funders and the broader public and perform other agency administrative duties to standard

3. Other

- Maintain established schedule; inform supervisor, coworkers and scheduled clients of absences or tardiness in advance. Any client meetings that will be impacted by a change in schedule must be notified and alternative arrangements must be made.
- Attend all staff meetings including a monthly all-staff meeting, weekly case management team meetings, weekly prioritization meetings, and community meetings as scheduled and assigned.
- Attend trainings as required and pursue professional and agency development according to agreed-upon goals.
- Communicate all donation and volunteer needs to Community Engagement Manager
- Adhere to and enforce all agency and program guidelines, policies, and procedure with the ultimate goal of meeting our agency mission, vision, and values.