



# People's Emergency Center

Nurturing Families, Strengthening Neighborhoods, Driving Change

## Case Manager, Transitional Housing

**Department:** Case Management

**Classification:** Exempt

**Reports to:** Manager, Transitional Housing

### JOB DESCRIPTION

**Summary:** The Case Manager for the Transitional Housing Programs, is responsible for providing case management and supportive services that help families, children and young adults address the factors that led to homelessness while providing opportunities for them to achieve and maintain housing stability and self-sufficiency. The Transitional Housing program at Rowan primarily serves survivors of domestic violence. There are also a small number of families who have medical needs. The Transitional Housing program at Gloria's Place, "Arise", houses young adults who have aged out of the foster care system. The case manager utilizes a strength's based, trauma informed approach to engage families in the development of a service plan tailored to meet their unique needs and their specific trauma histories. The case manager also provides weekly coaching/counseling to facilitate goal attainment.

### **Essential Duties and Responsibilities**

#### **Crisis Intervention and Stabilization**

- Provide orientation to new residents regarding PEC's Transitional Housing Program and ensure their immediate needs are met.
- Assist residents in completing PA COMPASS, CHIP, SSI and/or other applications necessary to secure temporary cash/food assistance and health insurance for all family members. Ensure renewal applications are completed in a timely way.
- Refer residents to behavioral health counselors for screening and services.
- Intervene, make referrals as needed and problem solve during times of crisis.
- Assists residents in obtaining vital records (ID's, Birth Certificates and Social Security Cards)

#### **Service Planning**

- Generate thorough, written assessments for each family which includes information gathered from PEC's intake process, interviews with family members, and all documents received from other service providers.
- Engage family members, including fathers, in problem identification, planning and decision-making process which results in the development of a comprehensive family service plan.
- Monitor and advocate for children's education services and school attendance.



# People's Emergency Center

Nurturing Families, Strengthening Neighborhoods, Driving Change

## Implementation, and Monitoring

Using the comprehensive assessment and family service plan as the guide, case managers will meet regularly with families to link them to appropriate resources and service providers within the community and monitor utilization. Case managers will also monitor the quality of services families are receiving, offer solutions for eliminating service delivery obstacles, and make recommendations for additional linkages with other service providers as needed.

Linkage with other service providers could include programs for:

- Employment and Training
- Financial Literacy
- Parenting Education
- Housing
- Behavioral Health
- Physical Health
- GED and/or Other Educational Programs
- Early Intervention
- Afterschool and/or Tutoring
- Recreational Activities

## Documentation & Communication

The Case Manager will:

- Develop a written service plan which is tailored to meet the unique needs of a family and with clear, attainable, and measurable goals. Visit these goals with family monthly.
- Document all case management activities in the client record in a timely way. This includes entry of all pertinent information into Cares.net and external databases as required by contract and/or funding entities.
- Maintain audit-ready files with all documents required by contract and funding entities.
- Collaborate and communicate with PEC team members and other service providers in an on-going manner including MDT meetings to enhance service delivery; ensure continuity/consistency of care; and facilitate goal attainment.
- Meet all contractual deliverables.
- Ensure that all documentation recorded on paper or electronically will be completed, secured, maintained, and disclosed in accordance with regulatory, legislative, statutory, and agency requirements.

## **Competency Categories (see attached for more detail)**

- Relationship Building
- Problem Solving
- Crisis Intervention



# People's Emergency Center

Nurturing Families, Strengthening Neighborhoods, Driving Change

- Trauma informed understanding and delivery of services
- Professional Behavior and Development

## **Required Education and Experience**

- Bachelor's degree in social work or related human services field.
- Experience working with low income families.
- Prior training in trauma informed care, mental health and/or substance abuse services
- Understanding of the local referral network and enrollment process for related cases.
- Prior experience documenting cases in a client database.

## **Preferred Education and Experience**

- Bachelor's or Master's degree in social work.
- Experience in social services delivery/case management is preferred.

## **Additional Eligibility Qualifications**

Knowledge of the complexity of poverty and women's homelessness, mental illness, trauma, substance abuse and the impact on individual and community health.

## **Work Environment**

This job operates in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, and hear. The employee is occasionally required to walk, use hands and fingers to feel, handle, or operate objects or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds.

## **Other Duties:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.



# People's Emergency Center

Nurturing Families, Strengthening Neighborhoods, Driving Change

*PEC is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.*

Send resumes to [resumehr@pec-cares.org](mailto:resumehr@pec-cares.org).