**Position Title:** Cross Park Place Case Manager

**Position Summary:** The Case Manager will work with a multidisciplinary team to serve tenants living in Cross Park Place, a permanent supportive housing program, and through outreach in the community. This position is responsible for assisting tenants in maintaining housing, direct service, and coordination of services within the agency and with other service providers.

**Reports To:** Cross Park Place Program Manager

**Key Responsibilities:**
1. Ensure that tenants maintain housing and tenants’ health, safety, and welfare needs are met.
2. Build rapport and maintain positive professional relationships with tenants and other service providers.
3. Utilize Motivational Interviewing, Trauma-Informed Care, and Harm Reduction models to provide direct care and service coordination to tenants.
4. Assess and triage crises to lowest level of intervention appropriate.
5. Complete home visits with tenants weekly to assess needs and appropriately refer as needed to collaborative providers throughout Johnson County.
6. Coordinate and monitor designated tenant services including, but not limited to meetings, appointments, medical follow-up, and hearings.
7. Record and maintain accurate documentation in a timely manner, including but not limited to collateral contact, medical, face-to-face, HMIS reports.
8. Attend weekly team meetings to review tenant situations, concerns and issues.
9. Provide direct care including, but not limited to, independent living skills, employment assistance, and transportation, for tenants in Cross Park Place.

**Other Responsibilities:**
1. Ensure that tenant rights are protected.
2. Participate in Quality Improvement activities including data collection and analysis.
3. Develop and maintain knowledge of resources, services and opportunities available to tenants.
4. Carry a cell phone at all times when on duty or when on-call. Respond to issues in a timely and professional manner.
5. Other duties as assigned.

**Position Qualifications:**
1. Knowledge, skills and abilities consistent with Bachelor’s degree in in human services related field, or minimum three years related experience.
2. Minimum of one year direct care experience with persons with mental illness or disabilities.
3. Knowledgeable in Motivational Interviewing, Trauma-Informed Care, and Harm Reduction
4. Ability to establish & maintain effective working relationships with a diverse population of clients & community providers.
5. Ability to assess and respond responsibly in a wide variety of situations and crises.
6. Ability to work independently, prioritize multiple tasks, and be flexible in job duties & schedule.
7. Proficiency in Microsoft PC and Windows applications.
8. Good written, verbal, and interpersonal communication skills.
9. Good organizational and time management skills.
10. Possess a valid driver’s license and reliable transportation to get to and from work shifts.
11. Possess working knowledge of state and federal regulations pertaining to HUD, DHS, Medicare/Medicaid, SOAR, state and local mental health & disability systems; or ability to quickly acquire this knowledge.

Salary and Compensation: Commensurate with experience. Cross Park Place Case Manager is a full-time position with health, dental, paid leave and retirement plan benefits.

Interested applicants should send their resume, a cover letter directed to Laura Iosbaker, Cross Park Place Program Manager, and a list of three references to HR-staff@shelterhouseiowa.org. Applications will be accepted through October 18, 2018. Shelter House is an Equal Opportunity Employer.