



Title: **Case Manager – St Jude Transitional Housing**
FLSA Status: **Full-time, non-exempt**

Reports to: **Program Manager**
EEO Code: **2**

EMPLOYMENT OPPORTUNITY

Overview:

St Vincent de Paul is one of the longest serving social charities in Louisville. We are located in the up-and-coming Shelby Park neighborhood. Through our homeless shelters, supportive housing programs, professional case management services and retail thrift stores, we provide compassion, hope and direction for people struggling to overcome barriers to self-sufficiency.

Position Summary:

The St. Jude **Case Manager** is responsible for supporting program components and facilitating services to best address the needs of homeless individuals and/or families in the Agency's various programs. Position involves having knowledge of and experience working with homeless individuals and families, chemical dependency, unemployment, mental illness, fleeing domestic violence, human trafficking, community resources and delivery of direct services to individual clients.

*This position may require some varying shift changes to accommodate client needs, including 2nd shift and weekends.

Essential Duties and Responsibilities:

- Provide *Trauma Informed* case management services to assigned client caseload of approximately 30 households, including ability to make assessments, prepare individualized service plans, ongoing risk assessments, safety plans and provide appropriate treatment
- Develop and execute client service plans as well as developing an individualized housing and service plan, including planning a path to permanent housing stability to the household
- Facilitate communication between individuals and families and partner agencies, community service providers, schools, healthcare providers, and government and other related entities to ensure service delivery
- Maintain confidentiality of clients while in the program as well as after exit
- Update, manage, and monitor *Homeless Management Information System* upon entry and exit of clients
- Assist with arrangements and transportation of clients
- Attend, maintain, and participate in monthly, continual and annual trainings
- Assist in the management of daily operations of Jude optimized program service delivery
- Maintain and advance professional knowledge/skills with the guidance of the Program Manager in order to drive continuous improvement in program effectiveness as measured by client progress
- Ensure each client is compliant with the case management service plan and program rules
- Provides crisis intervention for clients
- Provide Program Manager with assistance in the execution of programs, policies, reports and procedures related to the provision of services to the public
- Assist Program Manager in identifying and building community partnerships to optimize effective and efficient delivery of services for each household
- Work with the Program Manager to identify opportunities for volunteer involvement
- Collaborate with Program Manager in coordinating educational and skill development opportunities/programs for each individual and family to maximize positive outcomes
- Work cooperatively with all SVDP staff to improve the program and advise the Program Manager of issues related to and affecting the program
- Responsible for file updates and accurate monthly reporting as well as monthly PQI reporting and review utilizing the *Plan, Do, Study, Act* method



- Perform other appropriate duties as assigned

Specific Knowledge, Skills and Abilities:

- Knowledge of the principles, philosophies, procedures, techniques and standards to optimize individual, family and youth case management practice
- Ability to maintain accurate, current records and prepare clear and concise reports from them
- Ability to analyze complex social problems and develop effective solutions; problem solve
- Ability to effectively organize complex tasks and execute a project management plan to completion
- Interpret and apply a variety of legal requirements and policy standards
- Demonstrated leadership qualities and project management skills
- Maintain cooperative relations with community groups and other public and private agencies
- Ability to interact effectively and professionally with participants, families and community referral sources
- Excellent organizational, written, and oral skills
- Self-motivated, self-aware and detail-oriented
- *Trauma informed motivational interviewing* case management skills
- Commitment to the mission and goals of St Vincent de Paul

Education, Qualifications, Certifications, Trainings, Licenses:

- Bachelor's degree in Social Work or related Human Services field
- Relevant work experience with individuals, families and children in a social work environment or related field including individual/family counseling, community organization, education or youth advocacy
- Successfully pass required pre-employment background and drug screening
- Valid Driver's License

Reporting to this Position: None

Benefits/Additional Information:

In addition to a sense of purpose and pride that comes from serving others, eligible employees enjoy paid holidays, paid leave, paid Life/Short/Long Term Insurance as well as access to SVDP's Section 125 Health and 401(k) Retirement Plans.

St Vincent de Paul will conduct a thorough background investigation as part of its application process. Investigations are not limited to, but will include review and verification of the following: previous employment, character references, motor vehicle reports, personality and aptitude testing, drug screening and a comprehensive criminal background check.

To apply, interested applicants may apply online via www.louisvilleworks.com - or - in person - or - by mailing or emailing a cover letter and resume to:

St Vincent de Paul
HR Director
1015-C South Preston St
Louisville, KY 40203
Email: dflanigan@svdplou.org

Cover letters are appreciated.

St Vincent de Paul is an Equal Opportunity Employer and absolutely committed to diversity. (M/F/D/V)