

**Arlington Street People's Network (A-SPAN)**  
**Case Manager**  
**Job Description**

The Case Manager is a member of the Opportunity Place team and works cooperatively to assist homeless individuals to access services and benefits to overcome their homelessness. The Case Manager works with street homeless individuals to help them develop and fulfill personal treatment plans leading to stable income and permanent housing.

**Duties include the following:**

1. Perform case management intake and ongoing assessment, including social history.
2. Work with individuals to develop treatment plans with long and short-term goals.
3. Inform individuals of all available services.
4. Assist individuals in accessing services.
5. Coordinate all services and resources available to homeless individuals.
6. Maintain up-to-date and accurate case notes, including daily log.
7. Work with individuals to develop individualized case management service plans for accessing needed services including treatment for mental health and substance abuse problems as well as medical, social service, housing/shelter needs and employment services.
8. Maintain regularly scheduled meetings with individuals to review and update service plans, provide encouragement and monitor progress
10. Maintain individuals' files including participation agreement, release forms, service plan and up-to-date progress notes.
11. Refer clients meeting service guidelines to Employment Case Manager and/or Housing Case Manager
12. Maintain individuals' confidentiality at all times
13. Work as part of a team, meeting regularly to share information, strategies, mutual support, and ideas with a primary goal to address the long-term needs of homeless individuals including access to permanent housing.
14. Work cooperatively and collaboratively with other staff, volunteers and colleagues from other agencies.
15. Attend scheduled case management meetings and other meetings as called

16. Adhere to N.A.S.W. Code of Ethics.

17. Update skills by taking advantage of available training opportunities

18. Other duties as assigned including crisis intervention and back-up support for Opportunity Place walk-in hours and community response calls

**Qualifications:**

The Case Manager must have a minimum of a BSW or Bachelor's degree in a related field. Experience with substance abuse, mental health issues and chronically homeless individuals are preferred. The Case Manager must have the ability to work well with individuals in crisis, communicate effectively, and have strong organizational skills. Patience, persistence and consistency in services are necessary. The Case Manager must have a valid driver's license and current car insurance. Being bi-lingual (Spanish/English) would be a plus.