Job Posting

POSITION
Case Manager, Master Lease Program

EMPLOYMENT TYPE
Full Time

SALARY
$42,000–46,000/year

REPORTS TO
Program Director, Master Lease Program

ESSENTIAL DUTIES AND RESPONSIBILITIES
The Case Manager will:

- Actively coordinate day to day on-site services for the tenants on their caseload of approximately 20–25 households and ensure all service provision is representative of RiseBoro’s mission.
- Complete needs assessments and develop ongoing, tenant-centered support plans for all tenants; review support plans periodically and document the successful completion of task and objectives.
- Provide ongoing case management, assistance and advocacy, providing information and referrals to community services as needed.
- Ensure tenants maintain housing subsidy and benefits required to remain in permanent housing.
- Assist tenants in obtaining and maintaining all government benefits for which they may qualify, conducting advocacy as needed.
- Assist tenants in developing informal support networks with other tenants by facilitating opportunities for tenant’s engagements through educational workshops and other social activities including birthday parties and holiday celebrations, translate as needed.
- Educate residents on the available on-site services and other community resources.
- Prepare and maintain up to date records and resident files, outcomes, including residents’ personal and eligibility information, records of services provided, and all relevant correspondence.
- Conduct monitoring services through friendly visits and telephone reassurance calls as well as periodic inspections with property management staff.
- Work collaboratively with community partners to ensure residents are able to age in place, including coordination of home care services and proper discharge planning from inpatient facilities.
- Communicate with property management and maintenance staff on resident issues and to obtain records of incidents and hospitalization during off working hours.
Coordinate with the Health + Wellness Coordinators to ensure tenant is receiving the medical care and attention that will allow them to age in place, maintain their tenancy, and encourage housing stability.

- Participate in case conferences and coordinate with other program staff to ensure tenant and programmatic successes.
- Monitor recreational activities such as art, yoga, and gardening sessions as needed.
- Additional responsibilities may be added as position evolves.

**COMPETENCIES**

- Team player and willing to work with a diverse population
- Ability to problem solve and work independently
- Experience working with the homeless population and/or seniors and older adults
- Flexible in order to accommodate weekend hours as the need arises; must be available to work evening hours in order to meet tenant needs
- Commitment to RiseBoro’s mission of unleashing the potential of communities to thrive, no matter the odds

**EDUCATION EXPERIENCE**

- Bachelor’s Degree in social work, psychology, or a related field preferred
- Previous social service experience required, particularly with benefit entitlement assistance and working with chronically homeless individuals

**APPLICATION DEADLINE**

Ongoing

**SUBMIT RESUME TO**

krmontanez@riseboro.org