

MATT URBAN HUMAN SERVICES CENTER OF WNY

POSITION TITLE:	Case Manager
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Job Type:	Full Time
Supervisor:	Permanent Supportive Housing Director
Location:	Buffalo, NY
Education Requirements:	Masters of Social Work or Bachelor's degree in Human Services with at least 3 years related experience
Application Instructions:	Please email cover letter and resume to lgentzler@urbanctr.org with "Case Manager Candidate" as subject line

Job Description: This full time position shall provide case management services to residents of a two multi-unit apartment complexes in Buffalo: Help Buffalo I & II. As an integral part of the Housing Department and the Matt Urban Center, this position will be responsible for encouraging and promoting a positive living environment for tenants, while assisting in creating linkages for tenants to outside supports and resources in an effort to promote housing stability. A qualified candidate will be detail oriented, embrace a person-centered approach to client services, demonstrate excellent communication skills, and have the ability to handle multiple tasks in a fast-paced environment.

Qualifications, Preferred Knowledge, Abilities and Skills:

- Demonstrated experience in providing case management and/or counseling services
- A demonstrated interest in serving vulnerable populations and those experiencing homelessness
- Knowledge of local community resources, public benefit system (Erie County DSS), and treatment providers
- Skill in utilizing Microsoft Office Suite, Outlook, & HMIS/Bas-Net System
- Valid driver's license and ability to use personal vehicle to travel within the service area is required
- Interest in improving the quality of life of low income people and impacting social and economic change

Responsibilities:

- Maintain regular monthly contact with all residents; establishing service plans and up keep of service plans
- Create, execute, and track individual service plans for all residents
- Collaborate with residents in order to assist in navigating outside services such as public benefits, treatment, vocational programs, etc.
- Keep and maintain accurate and well-organized files for every tenant per funder guidelines including initial application, lease and renewals, income certification, correspondence related to the tenant, and agreed upon service plans
- Document all links to services and treatments in BAS-NET
- Enter all case notes and other required assessments into BAS-NET
- Keep quality of BAS-NET data at 97% (HUD requires 95%)
- Attend trainings as required
- Reporting as required by funders and Matt Urban Center
- Other duties as assigned by their supervisor

SEND ALL RESUME TO ATT: Lisa Gentzler, lgentzler@urbanctr.org

The Matt Urban Center is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

