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### **Employment Opportunity**

**Job Title:** Homeless Outreach Case Manager

**Reports to:** Homeless Outreach Lead

**Education:** Bachelor's Degree in Human Services preferred, or equivalent experience

**Location:** 385 Paderewski Drive, Buffalo, New York 14212

**Other Requirement:** A valid NYS Driver's License and a reliable, insured vehicle

#### **Position Summary:**

The Homeless Outreach Case Manager is a field position that has the primary responsibility of successful engagement of street homeless and chronically homeless individuals in the City of Buffalo, assisting them with basic needs followed by housing. Additionally, this position will assist with reporting and provide support for the Eviction Prevention Program.

#### **Responsibilities:**

- Maintain regular contact with Homeless and At-Risk Populations
- Navigate clients through the ECDSS as well as other government bodies to secure entitlement benefits
- Perform outreach to soup kitchens and shelters as indicated on the Homeless Outreach Department schedule
- Maintain Client confidentiality
- Participate in night and/or early morning outreach with the Outreach Committee as needed
- Participate in the WNY Coalition for the Homeless
- Participate in weekly case conferences within Department
- House at least 2 clients per month
- Document all links to services and treatments in HMIS
- Enter all case notes and other assessments into HMIS
- Keep quality of HMIS data at 97% (HUD requires 95%)
- Prepare any and all reports that are required in a timely fashion
- Provide office support and assist with data entry and HMIS reporting for the Eviction Prevention Program
- Take an active role in the Hope Center activities and service provision to Hope Center clients
- Participate in any fundraising activities for Matt Urban and the Matt Urban Hope Center
- Other duties as assigned by Hope Center Director and/or Director Supervisor and/or Executive Director

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To apply, please submit cover letter and resume to:

- Skylar Diamond, Homeless Outreach Lead, at [sdiamond@urbanctr.org](mailto:sdiamond@urbanctr.org)
  - Karen Baer, Chief Operations Officer, at [kbaer@urbanctr.org](mailto:kbaer@urbanctr.org)
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