



## JOB POSTING

**POSITION TITLE:** Hope Gardens Case Manager

Job Type: Full-Time 40 Hours Department: Hope Services  
Accountability: Reports to Permanent Supportive Housing Director  
Job Location: Hope Gardens, 58 Oberlin Avenue, Buffalo, NY  
Expected Start Date: Immediate  
Education Requirements: Bachelor's Degree in Social Work, Human Services, Counseling and/or equivalent relevant experience and/or case management  
Application Instructions: Please submit resume and cover letter to Adria Swain at [aswain@urbanctr.org](mailto:aswain@urbanctr.org).

**Job Description:** The Hope Gardens Case Manager will maintain a client case load and work as a team to provide services to the individuals of Hope Gardens, a 20-unit permanent supportive housing site for chronically homeless women.

### Education, Licensure, Certifications & Experience

- Bachelor's Degree in Social Work, Human Services, Counseling and/or equivalent relevant experience and/or case management

### Minimum Qualifications, Abilities and Skills:

- 2+ years of experience working with vulnerable populations such as persons with a past or present of homelessness, chronic illness, mental illness, disability status, or chemical dependence.

### Primary Responsibilities:

- Perform thorough assessment of all clients including social history, number of past hospitalizations, treatment histories for mental illness and chemical addictions, homeless history, and homeless preferences (where did they live, what services did they utilize while homeless), a detailed housing history.
- Provide assessments to establish whether client is eligible for SPMI (mental health) services.
- Evaluate independent living skills (ADLS) and work with client to foster maximum self-sufficiency.
- Complete, maintain, and encourage Independent Services Plan(s) (ISP). This includes working toward client goals, updating and tracking progress at least every six months depending on goal(s). Tracked in BAS-NET.
- Understanding client confidentiality laws. Release of information to be renewed annually.
- Assess and promote ongoing linkage to medical and community supports i.e. SSD, SSI, SNAP, APS, Crisis Services, food pantry, employment, Section 8, healthcare, cab services, etc.
- Conduct detailed home visit once per month and one other contact. Total two contacts per month minimum.
- Use HMIS/BAS-NET as the primary data entry for all client records. Secondary is a paper file.
- Maintaining of both paper and electronic client files, records, activity logs, etc. Audit preparation.

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.



- Use customized Matt Urban database to track all impairment scales, mainstream resources secured, treatment, job/volunteer activities, ISP, service transactions, etc.
- Complete annual housing unit inspection. Report, document and follow up on all maintenance related issues through Buildium program.
- Participate in appropriate workshops, trainings, meetings and Homeless Services Continuums.
- Maintain a working knowledge of the mental health and human service system in Erie County in order to provide appropriate referral and linkage for clients served. Attend meetings and trainings.
- Plan, run and participate in daily activities, group sessions, and outings, etc.
- Prepare reports in a timely manner – case notes entered within 72 hours or less.
- Client transportation – mileage reimbursement available.
- Must work well in a team environment.
- Abide by all policies & procedures of the Lt. Col. Matt Urban Human Services Center of WNY
- Represent Lt. Col. Matt Urban Human Services Center of WNY appropriately in the community.
- Familiarize with other programs available within Lt. Col. Matt Urban Human Services Center of WNY

**Safety:**

- The Matt Urban Center promotes a safe work environment. Employees must follow all safety policies and procedures to ensure an accident-free workplace.

**Job Performance Evaluation:**

- The employee will be evaluated at least annually, but more often if performance warrants it.

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