



Job Description

Job Title: Case Manager
Location: Gateway Center
Reports To: Program Coordinator
FLSA Status: Non-Exempt Hourly

SUMMARY: With the involvement of other staff, partner agencies, and volunteers, provide intensive case management focused on ending homelessness and finding appropriate housing for the clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED, TO:

- Interviewing and assessing potential clients to determine appropriateness for programs and referring applicants to other agencies if not appropriate for program.
- Developing Individual Service Plans (ISPs) with clients and provide guidance on working on plan.
- Maintaining complete, current, and accurate case notes on all clients.
- Meeting regularly with clients to discuss and update ISP progress.
- Enforcing disciplinary actions related to infractions and incident reports.
- Assisting with other programming, including resident meetings and groups.
- Maintaining accurate records and statistics and preparing narrative reports as required.
- Documenting client data according to set policies and procedures.
- Proficiency in use of Pathways, the HMIS utilized at Gateway Center, as well as Microsoft Office programs.
- Maintenance of residential client files according to set guidelines.
- Working with appropriate staff and clients, maintaining the residential quads and common areas and oversight of weekly dorm inspections and daily client monitoring.
- Reporting legal/ethical issues, incidents, and program matters to the Program Coordinator, Programs Director, Chief Operating Officer, and Executive Director.
- Attending at Gateway staff meetings and community meetings as assigned, representing the Gateway Center.
- Performance of other duties, as assigned.

SUPERVISORY RESPONSIBILITIES: None

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Bachelor's degree from an accredited college or university in social work or the equivalent, and a minimum of two to three years experience in social services. Previous work with homeless individuals highly preferred. Basic knowledge of Atlanta's social service community resources, required.

LANGUAGE SKILLS: Ability to respond to common inquires or complaints from clients, family members, visitors and other agencies. Ability to communicate verbally and in writing with outside agencies.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest commissions, proportions, percentages, area circumferences, and volume. Must be able to apply concepts of basic algebra and geometry

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS: A valid Georgia driver's license required, proof of continuing education in the area of case management, desirable.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee may be frequently exposed to airborne pathogen.

Gateway Center
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