



RESIDENT SERVICES CASE MANAGER
ZABAN PARADIES CENTER FOR HOMELESS COUPLES

Position: Resident Services Case Manager

Reports to: Director of Resident Services

Status: Part-time, Seasonal (September – May); 5 PM – 10 PM Mon. – Fri.

Pay Rate: Starts at \$16/hour

Updated: 8/20/2021

The Resident Services Case Manager works closely with ZPC program participants to reach their goals for personal and economic stability to include employment, housing, and relationship building. This position is committed to promoting a trauma-informed, person-centered environment. This position is responsible for utilizing in-house case management practices and community relationships and partnerships to meet ZPC's mission.

Primary Job Responsibilities

Resident Case Management

1. Performs case management that utilizes a trauma-informed approach and implements the following to empower resident:
 - a. Case plan:
 - i. Follows a comprehensive client-driven case plan with both short-term and long-term goals (based on ISP and Self-Sufficiency Matrix).
 - ii. Completes a timeline and measures for each goal.
 - iii. Monitors progress towards goals in regularly scheduled weekly sessions or as needed in consultation with the Resident Services Director.
 - iv. Evaluates and adjusts case plans as needed.
 - v. Empowers clients to become involved in their own planning and goal setting.
 - vi. Refers clients to appropriate resources to assist with meeting goals.
 - vii. Performs case work in a manner that fosters economic stability and transition from homelessness to permanent housing.
 - viii. Provides 30-60-90 progress updates based on ISP and Self-Sufficiency Matrix.
2. Assists residents with individual and couple's development in the areas of relationship building, health and wellness, job readiness, life skills, legal services, housing, and recovery (to include onsite resources and referrals).
3. With the Intake Coordinate, follows up on participants who have been successfully housed for up to 12 months (30-60-90, 6 months, 12 months)

Community Partnerships and Outreach

1. Assesses community partnerships based on ZPC's mission and needs of residents. With the Intake Coordinator, assists with the initiation, implementation, and follow-up of partnership outreach.
2. Evaluates effectiveness of community partnerships with Resident Services Director.
3. Ensures relevant community partners are aware of ZPC services and regularly updated as to vacancies.

Strategic Outcomes

1. Commits to working with staff, volunteers, and partner organizations to meet strategic outcomes identified in the current strategic plan to the benefit of couples experiencing homelessness and their families.
 - a. The Resident Services Case Manager is specifically committed to empowering residents to meet outcomes related to their stability goals.

This position also performs other mission aligned duties as assigned.

Commitment to Cultural Competency, Diversity, and Equity

ZPC is committed to a culture of inclusion in which all individuals feel respected and are treated fairly, and different viewpoints, opinions, thoughts, and ideas are encouraged and embraced. We are actively engaged in furthering diversity and inclusion and align with organizations with missions and goals that value equity and inclusion for people of all backgrounds. We consider diversity comprehensively, including race, ethnicity, gender, sexual orientation, ability and disability, age, and other factors that shape creative perspective and professional experience. We understand that achieving equity is a continuous process, and we seek to maintain the highest standards of ethics, transparency, and accountability.

This position:

1. Maintains a personal commitment to furthering diversity, inclusion, and equity within the organization.
2. Identifies and promotes diversity, inclusion, and equity as a high priority in all communications, both written and verbal.
3. Supports key strategies and initiatives for promoting diversity, inclusion, and equity.

4. Works both individually and as part of the ZPC team on diversity, inclusion, and equity initiatives.

General Duties

1. Adheres to personnel policies and confidentiality standards of colleagues, clients and members.
2. Performs all duties as a ZPC staff member in a manner which shows respect for colleagues, residents, volunteers, community partners and others in all ways, irrespective of differences in class or economic position, physical abilities, cultural or ethnic background, religion or faith, sexual orientation, gender or veteran status.

Minimum Qualifications:

- Knowledge of trauma-informed care and case management best practices
- Experience working with homeless and other at-risk populations
- Experience/expertise in client assessment
- Ability to supervise and provide leadership to staff members and volunteers
- Ability to build, motivate, and work within an interdisciplinary team
- Knowledge of rules and regulations applicable to shelter programs
- Ability to manage multiple projects simultaneously and meet deadlines as required

Education and Experience:

- Bachelor's degree in social work, psychology, or related social service field or related experience
- Minimum 2 years' experience in the field of human services

OTHER

Equal Employment Opportunities

The Zaban Paradise Center for Homeless Couples, Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, national origin, age, disability or genetics.

Identity and Employment Eligibility Verification

In compliance with federal law, the candidate hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form (I-9) upon hire.

- Valid GA ID required
- Must be able to lift up to 40 lbs.
- CPR Certified
- If unvaccinated, willing to take regular COVID tests and willing to wear a mask in common areas