



Our Story:

Founded in 1999, Broward Partnership is the largest comprehensive homeless services provider in Broward County and is dedicated to making our community a better place by helping people who are experiencing homelessness rebuild their lives. The Partnership achieves its goals by providing emergency shelter, permanent supportive housing interventions, and a complete array of health and social services for men, women and families with children experiencing temporary homelessness. The Partnership has won best practices awards from the Florida Department of Children & Families and the U.S. Department of Housing & Urban Development.

What are the primary needs and challenges you will be responsible for:

As a Case Manager you will have the opportunity to impact our clients' lives by motivating and assisting them in obtaining stable housing, encouraging them to overcome current challenges and connecting them with needed resources to prevent further homelessness. The Case Manager understands that Broward Partnership for the Homeless, follows a Housing First model and that all clients' experience with homelessness should be rare, brief, and non-recurring.

How is success defined in this role:

Success in the role is demonstrated by displaying proficiency at:

1. Identifying clients' needs and promptly addressing barriers to successfully move them into housing.
2. Connecting clients with community resources and effectively making connections with other providers.
3. Understanding and adhering to the Agency's policies and procedures and existing protocols.

What type of work will you be doing? What assignments, requirements, or skills will you be performing on a regular basis?

Meeting with clients and assisting them with gathering needed documentation, submitting housing packet referrals and service referrals, and facilitating life skills groups. Exercising compassionate assertiveness and helping clients keep themselves accountable is essential for this role.

What is the structure and culture of the team like?

The program consists of 5 Case Managers and the team works collaboratively and meets consistently to review client cases and recommend next steps. The team's culture is participative, creative, highly supportive and customer-service oriented.

Core Responsibilities:

1. Assesses client's immediate housing needs using the Strengths-Based assessment, and collaboratively develops a clinically sound, housing plan with a heightened focus on a quick transition to stable housing.
2. Maintains weekly contact with the client to discuss client progress, service referrals, and follow-up on the implementation of the service plan. Contact may be conducted telephonically or face-to-face based on circumstances.
3. Assists clients with increasing their income by providing assistance with entitlement benefits applications and referrals and follow-up for workforce development services.
4. Educates the client of available community resources to promote stabilization and self-sufficiency and facilitates service referrals based on the needs identified in the client's housing plan.
5. Documents each client's progress towards housing plan goals in the electronic health records system, following the Agency's documentation standards and specified timeframes.
6. Establishes and maintains a collaborative relationship with local landlords, real estate agencies, and rental communities to help clients obtain permanent housing.
7. Interfaces with other staff and agencies to expand the agency's resource database, initiate referrals, and follow-up to ensure clients work towards a stable housing placement.
8. Efficiently manages an independent caseload of 30-35 clients and helps clients transition to stable housing as quickly as possible.
9. Facilitates weekly onsite workshops focused on helping clients learn skills, improve health, and foster interpersonal relationships, with the ultimate goal of fostering the client's ability to obtain and remain in stable housing.
10. Participates in multidisciplinary or other team meetings, in-service trainings, and other required meetings.
11. Complies with HIPAA Privacy Rules and communicates pertinent clinical information, with necessary client consents.
12. Generates specific activity reports in a timely manner and participates in the collection of clinical outcome data as directed by supervisory staff.
13. Maintains assigned client records as required by program policies and procedures.



Qualifications:

Education/Experience: A Bachelor's degree in Social Work or related field with at least two years of related experience. Years of experience, if appropriate, may substitute formal education. Proficient in Microsoft Office with excellent oral, written, and interpersonal communication skills and knowledge of community resources preferred. Must possess a valid Florida Driver's License.

Work Environment:

Work environment characteristics 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.

The Case Manager works in settings of Broward Partnership, including offices, classrooms, group rooms as well as being involved in other areas of Broward Partnership programs both on and off campus, including telecommuting assignments. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

Please e-mail if you are interested in applying for this position, please email your resume to careers@bphi.org and include the job title of "Case Manager" in the subject line.

Broward Partnership is an EEO/Affirmative Action Employer and complies with all federal and state laws, and regulations. Our policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, genetic information, religion, national origin, age, disability, veteran status, or any other basis protected by federal, state, or local laws. We participate in E-verify.

