Position Title: Case Manager
Department: Case Management
Location: Transitions Homeless Center
City: Columbia, SC
Supervisor: Lead Case Manager
Position Status: Full-Time
Job Classification: Non-Exempt
Salary Range: $34,000-37,000

POSITION SUMMARY
The Case Manager supports clients in establishing and fulfilling their individualized treatment plans. Evening hours and occasional weekend hours are sometimes required.

ESSENTIAL DUTIES AND RESPONSIBILITIES
Case Manager must attend and complete initial HMIS Training.

- Ability to identify and assist clients with achieving goals to maintain permanent housing.
- Knowledge of local community resources and ensures clients can access needed services via on-site service provision and community providers.
- Serve as a client advocate to intercede on behalf of client to ensure equity and appropriate services.
- Enhance a collaborative relationship to maximize the client’s ability to make informed decisions.
- Document all interaction with clients in the Homeless Management Information System (HMIS).
- Ensuring beds are at capacity and moving clients to a higher-level program if they meet expectations/requirements by working with the other program areas regularly.
- Weekly dorm meetings to review rules/updates.
- Daily random walk-through for dorm checks to maintain a safe, comfortable, and neat environment for the clients.
- Attend weekly meetings to include treatment team, staff trainings, staff meetings, supervisory meetings.
- Assisting upon request in other programs, trainings or certifications as requested.
- Performs other related duties as required to include the flexibility to work occasional extra hours on nights and/or weekends to meet with clients that are unavailable during the day and/or to complete assignments.
- Resource assessment and development, with referrals to other agencies as needed.
- Ongoing Case monitoring and problem solving to address participant’s needs throughout the month.
- Case Managers check voice mail and respond appropriately minimum twice a day, Monday through Friday, excluding state holidays.
- The Provider must ensure the Case Managers return calls related to participant care in a timely manner. Calls received by the Case Manager before noon must be returned by 5:00
p.m. that day; calls received after noon must be returned by noon on the next business day.

- Basic skills in office suite and used databases maintained for job.

REQUIRED QUALIFICATIONS:

- Accredited University bachelor’s degree in social work, counseling or comparable human services degree providing direct case management services.
- Computer literate with Microsoft Excel, Word and PowerPoint.
- Possess good interpersonal skills with the ability to build rapport with attention to maintaining appropriate boundaries and ethics.
- HMIS Database experience preferred.
- Ability to express ideas clearly, both verbally and in writing following HR policies and laws.
- Ability to think independently, work as a team, and to make ethical decisions. Ability to listen and communicate effectively. Ability to problem solve utilizing critical thinking skills.
- Ability to establish rapport with staff and clients.
- Ability to stand, stoop, and sit for long periods.
- Ability to lift up to 15 pounds without assistance.
- Must pass all required trainings and certification.
- Must possess and maintain a valid driver’s license throughout employment.

CONTACT INFORMATION
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