Position Title: Licensed Case Manager  
Department: Case Management  
Supervisor: Lead Case Manager  
Position Status: Full-Time  
Job Classification: Non-Exempt

In compliance with the Fair Labor Standards Act, this position is classified as non-exempt and the employee is eligible for overtime. Some evening and weekend hours may be required.

POSITION SUMMARY
The Licensed (LMSW or LPC make sure the license number is on your resume) Case Manager executes specialized educational programs and services based upon organizational policies and procedures. This position supports clients in establishing and fulfilling their individualized treatment plans with the goal of alleviating homelessness and addressing barriers which perpetuate homelessness. This goal is primarily achieved through the use of community base providers to address individuals’ unique situations. Evening hours and occasional weekend hours are sometimes required.

ESSENTIAL DUTIES AND RESPONSIBILITIES
- Possess good interpersonal skills with the ability to build rapport with attention to maintaining appropriate boundaries and ethics.
- Provide direct supportive case management services to a case load of 30-45 clients to improve quality of life, work towards self-sufficiency, maximize independence, and to achieve residential stability. Develop and monitor individual treatment plans to address client needs.
- Assesses clients on a continuous basis to address barriers which are hindering stability and progress. Requires regular follow-up with client to address specific performance measures.
- Ability to identify and assist clients with achieving goals to maintain permanent housing.
- Knowledge of local community resources and ensures clients are able to 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.
- Regularly uses and tracks required documentation with required forms and follows all policies and procedures. Accurately enters and monitors data via the Homeless Management Information System (HMIS) and other required data entry methods timely as by program requirements. Upkeep of bed logs and documents the services provided along with clients’ progress.
- If applicable, calculate rent and collect rent on a monthly basis.
- 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.
- Meeting weekly with case load as a group meeting to review rules/updates.
- Daily random walk-through for dorm checks to maintain a safe, comfortable and neat environment for the clients.
- Attends required meetings including weekly treatment team and provider meeting, 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

REQUIRED QUALIFICATIONS

- Licensed as a Master’s Degree in Social Work or Counseling, or comparable human services degree with 5 or more years providing direct case management services.
- Computer literate with Microsoft Excel, Word and PowerPoint.
- Ability to write case notes for Medicaid reimbursement (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.

CONTACT INFORMATION
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