



*Working to end homelessness, one life at a time.* THE CATHEDRAL CENTER

## **POSITION DESCRIPTION**

<b>Job Title:</b>	Clinical Case Manager, Friendship House
<b>Reports to:</b>	Executive Director
<b>Salary Range:</b>	\$40,000 – 50,000 annually
<b>Benefits:</b>	Health, dental and life insurance, 2 weeks paid vacation, retirement and paid sick leave/holiday.

### **Job Summary:**

Under the supervision of the Friendship House Program Director, the Clinical Case Manager will provide crisis intervention, comprehensive clinical assessments and establish plans for independence with women and families with children experiencing homelessness and temporarily residing in the Friendship House flexible housing program. Using therapeutic techniques to assist clients in becoming successful with their goals for healthy living and independence, this position will aid clients experiencing symptoms of past traumas, intergenerational poverty, mental health issues and more. Plans for independence will include increasing income, securing safe housing and achieving personal goals, with identification of potential barriers and strengths, facilitating connections with community resources. Case management services at the Cathedral Center utilize a strengths-based approach to service delivery, as well as providing follow up services whenever possible.

This position will be key in partnering with the Friendship House Program Director in developing program services that will achieve excellence in clinical support for our guests in collaboration with Cathedral Center's Management Team.

**Specific Job Duties:** The following are key responsibilities of the Clinical Case Manager. Additional duties may be assigned to ensure effective teamwork within The Cathedral Center partnership:

1. Provide comprehensive clinical assessments, case planning and follow up services to women and families with children experiencing housing crises and homelessness in a compassionate and dignified manner.
2. Facilitate individual, family and group sessions to assist clients in removing barriers to independence and build upon individual strengths - with the primary objective of assisting clients in creating healthy family living environments and sustaining healthy independent living.
3. Provide case management, crisis intervention, and advocacy services including service coordination when necessary. Refer clients to community resources and other organizations as appropriate.
4. Compile records, prepare reports including case files, correspond with client and collaborate with other mental health and social service providers. Develop, maintain and submit necessary reports for program evaluation and statistical compilation.
5. Participate in resource fairs, outreach speaking engagements, and development opportunities. Attend program and agency staff meetings as required.

6. Collaborate effectively with coordinating service delivery. Participate actively in community meetings and consortiums relative to the homeless provider network.
7. Assume a leadership position in program development, evaluation and planning.
8. Work collaboratively, effectively and professionally with Cathedral Center partner agencies, representing the Center and partner agencies in a professional and dignified manner at all times.
9. Maintain current knowledge of community resources, ensuring effective and appropriate linkages.
10. Other duties as may be assigned by the Program Director or Executive Director.

**Skills and Qualifications:**

Master's degree in counseling, social work or related area and experience in working with the homeless population. Clinical supervision in Social Work and Wisconsin Provider licensure is available, though individuals with valid Wisconsin professional licensure would be ideal and preferred. Valid Wisconsin driver's license and access to reliable transportation are required. Effective skill in use of EXCEL, Word and other Microsoft applications. Bilingual skills (English/Spanish) a plus. Some evening hours will be required. All staff at The Cathedral Center are expected to work effectively both independently and in a team environment as well as to utilize a trauma-informed approach at all times. This position is open to all qualified internal and external candidates. Internal candidates must have reached six months of continuous employment at the time of application.

*Candidates for all paid and volunteer positions at The Cathedral Center must have been separated from services here for at least one year. All candidates for paid and volunteer positions at The Cathedral Center must be willing to have a background check conducted.*

DRM: May 2019