



## Case Manager

The South Bronx Overall Economic Development Corporation's (SoBro) mission is to enhance the quality of life in the South Bronx by strengthening businesses and creating innovative economic, housing, educational and career development programs for youth and adults.

SoBRO's programs include spurring economic development, building affordable housing, adult education, workforce development, helping at-risk youth to succeed, and producing other positive outcomes for South Bronx residents and employers.

As we approach our 50th anniversary in 2022, SoBRO intends to become a 21st community and economic development organization doing vital work in the communities we serve, incorporating the values of equity, sustainability, strong business practices and advocacy into the foundation of this anchor institution.

### **Overview of the Position**

We are seeking a Case Manager who has experience working with formerly homeless, mentally ill single adults in a supportive housing environment. The Case Manager will be expected to assist this population in stabilizing their lives, maintaining their housing stability and attaining their physical, emotional, vocational, educational and social goals. The ideal candidate will have solid clinical knowledge, as well as experience working with individuals and/or families that are affected by mental illness, substance abuse, legal, criminal justice and medical issues. Additionally, the Case Manager will be passionate about helping people; be a proactive, creative problem solver; and work well both as a part of an interdisciplinary team and independently.

This is a full-time position with a regular daytime schedule that may include 1-2 evening/late shifts. The Case Manager may be asked to change work schedule and hours depending on the operational needs of the site and the agency.

### **Responsibilities**

- Provide integrated counseling and case management services that effectively engage residents and promote health and wellness, personal growth, and housing stability.
- Collaborate with residents in the development of client-centered, recovery-oriented service plans that identify short and long-term goals.
- Utilize a harm reduction approach to support a diverse caseload of formerly homeless individuals around issues of mental health and substance use.
- Make referrals and serve as a liaison with various care coordination agencies, health and mental health providers, substance use programs and employment providers to secure services.
- Actively engage residents through regular apartment visits, community outings and escorts to appointments as needed.
- Develop safety plans for residents and work with the team to deescalate conflicts and collaboratively manage crisis as needed.
- Assist in the development and implementation of groups and programs that are appropriate for the residents' needs and fosters an inclusive, respectful community.
- Develop and maintain confidential records for each resident according to mandated schedules documenting all relevant interventions and assessments as well as correspondence with collateral services.
- Collaborate with the Leasing and Compliance team to ensure housing stability.

- Participate in staff and clinical meetings and individual supervision to ensure best practices in the performance of role responsibilities.
- Participate in a robust training program that includes training in evidenced-based models to ensure highest level of service is provided to clients.
- Perform other job-related functions, as assigned.

### **Qualifications**

Education: BA/BS required, preferably in a related field such as social work, sociology, public health, counseling or psychology.

Experience: Case management – 3 years minimum.

Knowledge, understanding and ability to work closely with persons with HIV/AIDS and related issues. Familiarity with foothold web-based behavioral healthcare software.

Specific Skills: Must have computer skills, good writing, public relations and communication skills, and the ability to engage individuals and groups.

Communications: Keen observation and listening skills. Required to use written and oral communication skills, read and interpret data, information, and documents. Observe and interpret situations; learn and apply new information or skills. Language: Bilingual/Spanish a plus

Supervisory Responsibility: None

### **Job Location**

Bronx, NY

### **Salary**

\$40,000 – \$45,000 – Commensurate with experience

### **How to Apply**

Interested parties should send their resume to Esther Gonzalez, South Bronx Overall Economic Development Corporation (SoBro) 555 Bergen Avenue, Bronx, N.Y. 10455, [hrjobs@sobro.org](mailto:hrjobs@sobro.org).

NO PHONE CALLS PLEASE!

SoBRO provides equal employment opportunity for all applicants for employment without unlawful discrimination as to race, creed, color, national origin, sex, age, disability, marital status, sexual orientation or citizenship status.

Auxiliary aids and services are available upon request to individuals with disabilities

TTY/TDD: 1-800 662-1220

Voice Relay: 1-800-421-1220