

American Indian Community Development Corporation
ANISHINABE WAKIAGUN/Bii Gii Wiin

JOB DESCRIPTION

Job Title : **CASE MANAGER-Full Time**

Reports to : Program Manager

Job Summary : The Case Manager is responsible for coordinating case management, supportive services, referrals and activities for residents of Anishinabe Wakiagun and the Bii Gii Wiin program. The Case Manager will utilize a Harm Reduction/Fair Housing First model to assist long-term homeless men and women to maintain housing.

MAJOR JOB FUNCTIONS:

A. Facilitate Case Management Services

- Conduct intake interviews and determine eligibility based on federal rules and regulations.
- Comply with housing tax credits as determined by property management.
- Assist residents with all paperwork to ensure benefits are not interrupted.
- Provide individual case management and prepare, maintain and make use of case records or notes (daily).
- Establish an ongoing rapport (professional relationship) with residents which promotes a peaceful and safe communal living environment.
- Provide crisis intervention relating to disputes between residents.
- Determine appropriate responses for problem behaviors and (verbally and in written form) advise program aides on procedure(s) to follow through with affected resident(s).
- Uniformly enforce resident rules and regulations.
- Take appropriate action on all incident reports and formally advise Program Manager of action(s) taken. (*Note: Discharges must have prior approval from the Program Manager.*)
- Assist with compilation of program statistics.
- Schedule, remind and transport residents to and from appointments.

B. Coordinate Support Services and Activities

- Provide information and referral services to residents about recovery services and programs within the community.
- Develop, implement and maintain appropriate organized social and cultural activities for residents.

C. Support Program Administration

- Actively participate in staff meetings and in-service training sessions.
- Assist with communication and involvement with staff, property management, outside agencies/organizations and neighbors.
- Ensure that emergency procedures are carried out and advise Program Manager of problems/concerns related to fire, health, building and safety codes and standards.
- Provide front desk coverage as needed.
- All other duties as assigned by the Program Manager.

QUALIFICATIONS

- 3-5 years Case Management experience (required).
- Experience in chemical dependency/ substance use disorder/residential housing services with culturally diverse homeless population (*preferred*).
- Experience in community and information referral services.
- Experience in completing paperwork for county benefits.
- Ability to learn and complete tax credit paperwork.
- Knowledge of Harm Reduction/Fair Housing First philosophy and commitment to the model.
- Experience in crisis intervention.
- Intermediate computer skills.
- Must pass Minnesota Department of Human Services Background Check.
- Demonstrated written and oral communication skills.
- Ability to quickly assess a crisis and take appropriate professional action.
- Ability to work within the philosophy and support objectives of Anishinabe Wakiagun and American Indian Community Development Corporation.
- Ability to work with people from diverse economic, cultural, racial and gender backgrounds.
- Must be able to pass MVD check for transportation. (required)