



## **Heading Home**

**Job Title:** Case Manager  
**Program:** Heading Home Housing Programs  
**Reports To:** Housing Director  
**Hours:** 8:30 am – 4:30pm

Exempt  Non-Exempt

### **Position Summary:**

This case manager will work specifically with existing clients of the Albuquerque Heading Home initiative (AHH). The case manager will provide home visits/case management services for an average of 20 clients.

### **Essential Duties & Responsibilities:**

- Provides case management and services coordination, focused on housing stability
- Assists clients in housing voucher process and housing search
- Determines clients' needs by conducting initial assessments and ISPs
- Assists clients with securing appropriate resources for mental health services and treatment and substance use management
- Provides benefits counseling and advocacy
- Assists clients with money management and other independent living skills training and assistance
- Connects clients to education and vocational training as well as career/job counseling and development
- Maintains clients' records
- Accurately documents visits via Dap notes
- Provides client status updates and discharge information
- Communicates clients' status at monthly Care Committee meetings
- Prepares reports by collecting, analyzing, and summarizing treatment and results
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks
- Must be HMIS certified or able to achieve certification

### **The responsibility of all Heading Home employees includes the following:**

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statures and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

**Qualifications:**

Must have excellent written communication skills in order to complete all required documentation and effectively communicate client progress. Applicants with specialized training in client engagement, motivational interviewing, conflict resolution, harm reduction, early childhood development and trauma informed care, are preferred. Working knowledge of the Housing First model is required.

**Education and/or Experience:**

This position requires a degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice, Family Studies or a related degree and two years of any combination of experience. Prior experience may be substituted for degree.

**Skills:**

- Excellent computer and keyboarding skills.
- Experience in running meetings and delegating tasks.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain positive interpersonal skills across a broad range of professional situations.
- Ability to meet deadlines.
- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.
- Ability to communicate effectively orally and in writing.

**Other Requirements**

- Valid New Mexico driver’s license and reliable transportation.
- Ability to navigate stairs, ladders, ramps and uneven terrain.
- \*CPR/ First Aid Certification or ability to become certified within 30 days of hire.

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Case Manager

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Housing Director