



Case Manager (Non-Profit)

The Pride Center of Maryland's (PCOM's) vision is "To co-create a society where diverse sexual and gender minorities (SGM) are affirmed without barriers to well-being, the ability to thrive, self-love, cultural affirmation, and social justice." (www.pridecentermd.org)

Job Summary

The Case Manager is responsible for providing home-based case management services for families experiencing homelessness who are rehoused in apartments throughout Baltimore City. Functions performed include housing location, family goal planning, connection to community resources, home visits, rental payment monitoring, landlord engagement, and problem solving with other Case Managers. Work is accomplished by advising and motivating program participants to accomplish goals in their Family Service Plan.

Essential Functions

- Develop and update Family Goal Plans with program participants using a family case management approach, assisting them to set and prioritize short and long-range goals
- Complete monthly home visits to support families in performing the tasks required to maintain housing stability, including on-time payment of rent and household maintenance
- Conduct regular family assessments with a standardized tool used by Pride Center of Maryland (PCOM)
- Work with the family to resolve issues with the landlord, as needed
- Provide referrals as needed to PCOM. supportive services and work collaboratively as a team to advance the goals of the client
- Maintain current records in the organization's mandated database and other case files, documenting interactions with families a standardized format.
- Capture daily and monthly statistics and other required reports as directed
- Maintain effective working relationships with other agencies to which (and from which) participants may be referred, regularly contributing to PCOM's resource directory/database
- Attend staff meetings and other meetings as required by supervisor
- Other duties as required

Educational Requirements

- Bachelor's degree in social work or related field

Applicable Experience, Knowledge, and Skills

- Two years of experience in the social/human services field is preferred
- Experience working with the trans community, families, homelessness, mental health, and/or substance abuse that reflects an understanding of the causes of homelessness is strongly preferred
- Working knowledge of the strengths-based, client-centered approach
- Demonstrated cultural competence
- Excellent interpersonal and conflict resolution skills
- Excellent listening and problem-solving
- Strong oral and written communication skills
- Knowledge of community resources available to families
- Strong organizational skills
- Ability to be flexible, adapt and adjust to rapid change within a fast paced and growth oriented environment
- High confidence level in working independently
- Possess and maintain a positive, solution oriented approach

Work Environment/Physical Effort

- Must be willing to travel to different locations throughout Baltimore City and perform home visits in any neighborhood
- Requires ability to sit up to 3-6 hours per day with intermittent occasional walking and standing
- PCOM's office hours are 9am-5pm, but case managers may be asked to adjust their schedules to accommodate trans community case management and perform visits on evenings and weekends as needed

Other Requirements

- Knowledge of MS Office software (e.g. Word, Excel, PowerPoint)
- Valid driver's license and vehicle is required, as well as proof of auto insurance
- May require some weekend and evening hours

Email hr@pridecentermd.org to apply