



Case Manager Job Description

At the Wanda Alston Foundation, it is our mission to eradicate Lesbian, Gay, Bi-sexual, Transgender and Queer (LGBTQ) homelessness and to ensure LGBTQ youth between the ages of 18-24 who are experiencing homelessness are treated with dignity and respect. We work to provide all our youth with a safe place to call home, access to services and support to reduce the impact of their homelessness, and the ability to move into permanent housing upon leaving the Wanda Alston Foundation. Our quality programming is youth centered, trauma informed, and focuses on personal development, growth and self-sufficiency for our youth.

As an organization founded by transgender women of color, we are dedicated to ensuring that all LGBTQ youth, especially youth of color, have access to services that improve their overall quality of life. We are committed to the health, well-being and safety of our LGBTQ residents. We are committed to the promotion of independent living and self-sufficiency. We achieve this through personalizing our programming and connections to services to best meet each individual resident's needs.

Job Description: The Case Manager provides youth-centered, trauma informed case management services for eight to twelve LGBTQ young adults ages 18-24, who live in Wanda Alston Foundation transitional living program. The Case Manager uses clinical skills to develop and track individual service plans/treatment plans for each resident addressing client needs i.e. connection to medical and mental health services, accessing public benefits/resources, budgeting, permanent and stable housing, etc. The Case Manager works with house staff to implement tasks, directives, and intervention to assist residents in meeting their treatment plan goals.

Tasks may include

- Develop mutually client identified, goals and objectives, complete bi-annual assessment of service needs, and annual psychosocial. Seek input of house staff and collateral community partners.
- Assist clients in advocating and obtaining benefits, entitlements and legal services.
- Provide crisis intervention services and if necessary, refer clients for psychiatric assessment.
- Responsible for care coordination with service providers for clients, including primary and ongoing medical, mental health, substance abuse and supportive services.
- Assist clients in obtaining and if possible, achieving independent living.
- Provide weekly face to face case management services for each resident.
- Responsible for developing and maintaining community partnerships with other providers.
- Facilitate group sessions and formal life skills education.



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- Present psychosocial needs, strengths and limitations of all assigned clients during supervision and interdisciplinary (staff meetings) care planning meetings and case conferences.
- Insure the integrity and confidentiality of all client information.
- Responsible for all case management documentation and reporting standards at the Wanda Alston Foundation.

Skill/Qualifications:

- Bachelor degree or equivalent work experience. Preference given to Bachelor of Social Work, Psychology, or Human Service Administration degree from an accredited college or university.
- Minimum of 2 years of relevant human service, social services, or case management experience.
- Experience with Homeless Management Information System (HMIS) or comparable system required.
- Thorough knowledge of standard case management documentation for agency reporting and record keeping.
- Competency in basic community engagement, medical, social, and practical case management.
- Experience working directly with LGBTQ young adults required.
- Experience in transitional living program and facilitation preferred.
- Knowledge of substance abuse/recovery work, family systems, mental health concerns, and suicidality.
- Must be a self-starter who can juggle multiple tasks and needs with the ability to prioritize and execute tasks efficiently.
- Sensitivity to the needs and challenges of LGBTQ young adults who are experiencing homelessness, at risk for homelessness, and who have experienced trauma.
- Thorough working knowledge of community (Washington, DC metro area) providers and resources, including but not limited to LGBTQ healthcare and mental healthcare, housing, employment, social and need based services, transportation, and education resources.
- Excellent interpersonal and written communication skills.
- Experience with Motivational Interviewing preferred.
- Must be able to exercise patience and understanding even in escalated or crisis situations.
- Other duties as assigned by Clinical and Administrative leadership.