



## POSITION ANNOUNCEMENT

**Title:** Case Manager  
**Program:** Safe Options Support (SOS) – North (Upper Manhattan & Bronx)

**Function:** Community Outreach on the streets and places where unhoused young adults frequent; coordinating participants needs before and after move from street to home, enhancing their daily living skills, accompaniment to appointments, and advocating on their behalf when faced with discrimination or healthcare inequities.

**Reports to:** Team Leader, Young Adult SOS Team- North

### **Tasks:**

- Persistent and assertive outreach and engagement using strength-based approaches at areas where unsheltered young adults are known to frequent.
- Sustained outreach and engagement attempts for all individuals who are referred, even if they initially decline services
- Continue to work with individuals to ensure that their immediate needs are met (including clothing, shelter and food), and that community linkages and supports remain solid
- Continuously assess the health and social needs of participants through SOS's conversational and observational assessments and formalized risk assessments tools for those identified as being at high risk;
- Work in collaborations with the centralized SOR Hub to identify available housing and to support participants through the process. Tasks may include completing HRA 2010e, applying for housing, prepping for interviews, follow up with housing providers, and assistance with moving in (day of move) with obtaining housing supplies and learning the neighborhood;
- Participate in hospital discharge planning meetings to identify the best community resources for returning patients;
- Collect and report data, as required and work with team leader, data analyst and other SOS teams to use data to inform future care delivery of young adults;
- Develop meaningful and lasting partnerships with key community stakeholders and providers including, Youth Adult Peer Programs, Safe Horizon, LGBTQIA+ community programs, local hospitals NYPD, Shelter operators and housing providers;
- Work with SOS HUB's Single Point of Access department to identify eligible participants and reporting on enrollment outcomes and staff assignment;
- Utilize engagement strategies that are person-centered, culturally sensitive, recovery oriented, and considerate of an individual's preferences, priorities, and immediate needs;
- Once housed work with participants and their housing providers, to resolve clinical issues that are impacting on the participant's ability manage, and retain supportive housing;
- Foster relationship with community provides to ensure that recipients are connected with appropriate services as they transition back into the community;
- Navigate appointments including accompaniment to appointments, travel training, reengagement in community care, and addressing barriers to care;
- Review documentation and conduct comprehensive psychosocial assessments to determine the medical, psychiatric, housing and other social needs in the community;
- Obtain historical and collateral information from multiple sources to support participants behavioral and physical health needs;
- Monitor, evaluate and record participants progress with respect to care plan goals;

- Attend and participate in team meetings and supervisory sessions;
- Perform other duties as assigned.

**Qualifications:**

- Experience working with homeless and/or precariously housed populations
- Knowledge of characteristics/service needs of young adults experiencing street homelessness
- Experience and strategies for outreach and engagement
- Excellent verbal and written communication skills
- Computer proficiency in Health Information Technology and Microsoft applications such as MS Word, Excel, PowerPoint
- Knowledge of homeless resources, NYC shelter systems, and MTA transit systems a plus
- Knowledge of best practices in the fields of mental illness and substance use disorders
- Knowledge of treatment, rehabilitation, and community support programs as they relate to recipients, families, and staff
- Knowledge of techniques for identifying, assessing, and preventing potentially violent behavior, including crisis management and de-escalation techniques
- Ability to develop, evaluate, implement, and modify treatment intervention to meet the needs of individual recipients
- Methods to support individuals in developing real-world skills and identifying educational/vocational goals preferred
- Methods to support community inclusion and strengthening of support networks preferred
- Experience in working with peers preferred
- Experience in implementing positive youth development strategies preferred
- Familiarity with existing homeless outreach teams/programs and temporary housing options preferred

**Minimum Education and Experience Requirements:** Bachelor's degree or higher, preferable in psychology, social work, sociology, or related field. Case Management work experience in a social service agency, preferable serving a behavioral health or youth adult population. Four years of past work case management work experience may be considered in lieu of Bachelor's degree.

**Salary: \$60,000, plus generous benefits**

Email a resume, cover letter and contact information for 3 professional references to:

**Leah Burke**  
**HR Recruitment Specialist**  
**Email: [LBurke@acmhny.org](mailto:LBurke@acmhny.org)**

ACMH is committed to the mental and physical wellbeing of vulnerable New Yorkers and is a leader in the provision of outreach and engagement, care management, rehabilitation, crisis support, and supportive housing. ACMH is committed to becoming an anti-racist organization and seeks to promote actionable change to create an intentional culture of equity at individual, interpersonal and institutional levels.

For more information, visit our website: [www.acmhny.org](http://www.acmhny.org)