

Spring Gate Apartments
Supportive Services Case Manager

General Summary

The Supportive Services Case Manager (SSCM) is a member of the management team. The SSCM provides services to residents focused on helping them meet their goals for increased self-sufficiency. The SSCM works closely with the Resident Services Coordinator.

Qualifications

A Bachelor's degree in Social Work, Psychology, Human Services or related fields preferred; a four-year college degree is acceptable. Significant case management experience (3-5 years) required. Work experience in public or other affordable housing environments a plus. Strong assessment, advocacy, problem solving, negotiation and computer skills required.

Responsibilities

- Conduct a comprehensive assessment of service and care coordination needs for new supportive service households.
 - Implement an ISP with each SSP household prior to move-in.
 - Execute Contract of Family Participation (Exhibit 2) with each household.
 - Provide orientation and assistance for new SSP participants, including assistance with moving into the unit and orienting to Spring Gate Apartments and the neighborhood.
 - Conduct move-in visits with all new households.
 - Educate SSP residents to the terms of the three-part agreement, support lease compliance and monitor compliance of SSP households with their ISPs.
 - Identify, assess, select, develop and maintain relevant referral partnership relationships with local service resource agencies and educational and training organizations.
 - Refer, monitor and support SSP residents in connecting with local service providers to meet their ISP goals.
 - Regularly conduct outreach to all applicable community agencies, collaborating to service Spring Gate Apartments residents.
 - Work with SSP households that fall out of compliance to re-engage them quickly to prevent termination of assistance
 - Convene quarterly meetings with Spring Gate property manager to share information as permitted by law¹, to set goals, evaluate the effectiveness of the programs, identifying additional supports needed for SSP households and areas of concern. The quarterly meetings will include, as needed, staff from DHCD and its administering agency, HAP.
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jfernandes@firsthartfort.com**

