

## **Case Manager**

Since 1976, Senior Support Services (SSS) has provided food- and housing-insecure people over age 60 with day shelter, meals, hygiene items, clothing, and connection to community and socialization. We hold an important responsibility to provide person-first, empathic, and trauma-responsive care to all of our older adult members experiencing homelessness, the effects of poverty, incarceration, systemic and interpersonal racism and/or other forms of oppression, acute mental health and chronic medical concerns, and substance misuse.

Our three-person case management team supports members on a first-come, first-served basis. We are a unique environment as we do not have assigned caseloads or clients, but rather caseloads are self determined based on the needs of our population and the case management team. Since our members are often experiencing unpredictable and stressful situations, our approach is low-barrier, compassionate, and strengths-based.

### **Duties and Responsibilities:**

- Respond to client requests for assistance with immediate and long-term needs, e.x. shelter and housing, benefit acquisition, health and wellness resources, and community engagement
- Provide appropriate referrals by maintaining knowledge of Denver's social service landscape
- Advocate on behalf of clients to ensure needs are being met
- Outreach to SSS members who do not regularly access case management services
- Maintain timely and accurate records for each client
- Assist in special projects, events, and program development as needed

### **Preferred Qualifications:**

*Our ideal candidate is an adaptable problem-solver who is flexible and willing to work as part of a team.*

- Experience working directly with individuals who experience poverty, trauma, and/or challenges related to mental health or substance use.
- Excellent communication and ability to form strong, collaborative rapport with individuals from diverse cultural and social backgrounds.
- Ability to complete tasks with minimal supervision and to carry out assignments with limited direction
- Masters of Social Work or related degree, or equivalent experience in homeless and/or human services

### **Salary, Benefits, and Work Environment:**

The annual salary for this position is \$43,000 - \$47,000. Hours are typically 8:30am - 3pm Monday through Friday, but some flexibility is required for special situations/events.

Benefits include health, dental, vision, and life insurance (with 100% of premiums paid by SSS). Retirement account provided, with employer match (up to 3% of salary) available after one year. SSS provides 14 paid holidays per year, along with generous annual and sick leave. Additionally, SSS provides for ongoing education and professional development, as well as supportive supervision by senior case managers (LCSW supervision available for qualifying candidates).