



CASE MANAGEMENT ASSOCIATE
Full-Time: Monday-Friday 8:00 a.m. to 4:00 p.m.

Hempstead, NY. The INN's ESG Journey Program is a federally funded project through the Nassau County Emergency Solutions Grant Program (ESG) which is designed to provide hotel placements for those who may be homeless and are ineligible for DSS benefits/shelter placements.

The INN is seeking a full-time Case Management Associate to assist in the overall operation of the placement/temporary housing, as well as supervise guests' daily activities, ensure The INN's rules and regulations are being followed, and provide support and crisis intervention to the guests.

We require:

- Bilingual English/Spanish proficiency.
- Two-years work-related experience in a community setting.
- Strong writing skills.
- Ability to communicate effectively with staff, guests, volunteers, and visitors.
- Computer experience: proficient in Microsoft Word, basic knowledge of Excel and/or other database software.
- Valid (Current) NYS Driver's License.
- Personal automobile to travel between office locations.
- Formal education in human services or related field preferred.
- Experience as a Home Health Aide, Direct Support Professional, Direct Care Counselor, or in Social Work is a strong plus.

Job Duties

In this role, you will function as part of a team to address needs presented by program participants. Job duties include the following activities/functions:

- Conducting intakes, documenting client background/history, orienting new clients to the program and assessing client needs.
- Assisting with clothing/laundry needs, arranging for meals/transportation, making medical/dental/mental health or other appointments, accompanying clients/guests to appointments.
- Monitoring/reporting on guest activities/behavior including participating in room checks/inspections, communicating with hotel staff and meeting regularly with guests.
- Actively participate in and initiate the exchange of information between staff to facilitate continuity of operations.
- Offer support, encouragement, and crisis intervention to guests.
- Complete all required documentation into the electronic database in a timely, clear and concise manner – including guest's history, case notes, incident reports, meal count, and monthly forms.
- Maintain the confidentiality of records, documentation, and information obtained in performance of duties.
- Always maintain professional boundaries.
- Participate in staff meetings to develop team problem solving approaches to operation of the program.
- Be dependable, flexible, and responsive to the needs of the program. Take initiative and responsibility for the position.

The INN offers a competitive salary/benefit package. If you have the passion and skills to succeed in this visible position, please send resume/cover letter with your salary requirements to the HR Department at

careers@the-inn.org. An **EOE m/f/d/v**