



## **Position Opening: Joseph's House Maycroft Program (JHMP) Supportive Housing Case Manager**

*"In serving others we are healed. Service is more than doing for another. In being with, doing with and doing for others, we experience the deep unity that we share with others. The boundaries and barriers between self and other dissolve and we feel connected and whole."*

~ With thanks to Ellen Birx, RN

Joseph's House seeks an experienced case manager for a full-time position supporting residents with advanced HIV disease while residing in long-term supported housing in the community and Joseph's House.

We look forward to receiving applications from social workers, counselors, and others with directly relevant experience. Previous HIV and housing experience preferred; experience in mental health care and/or substance abuse and recovery also beneficial.

### **About Joseph's House**

Joseph's House is a welcoming community that offers comprehensive nursing and support services for homeless and unstably housed men, women and transgender individuals with advanced HIV disease and terminal cancer. We provide residents with 24-hour nursing and personal care services, and nurture the opportunity for shared community life with family-style meals and the companionship of other residents, staff, and volunteers. Our clinical staff and trained caregivers work to create a home where the values of unreserved love and friendship are practiced. Together, we nurture the living and accompany the dying, providing a depth of physical, emotional and spiritual support that creates the possibility for profound healing and the restoration of individual dignity.

Joseph's House welcomes 35-40 individuals per year, up to eight persons at a time, and manages their care in coordination with local hospices, hospitals and outpatient clinics. Approximately half of those we welcome die while in residence and half regain their health and return to independent living.

### **About the Joseph's House Maycroft Program**

The Joseph's House Maycroft Program is a permanent supportive housing program for formerly homeless individuals and families living with HIV/AIDS, in partnership with Jubilee Housing. The program houses nine vulnerable individuals and families in independent apartment units. Residents receive medical support from Joseph's House nursing staff and are invited and encouraged to participate in the Joseph's House community. The Supportive Housing Case

Manager provides case management and community support along with leveraging supportive services that will assist residents in maintaining permanent housing.

The work involves providing supportive services to promote participants' self-sufficiency, integration into the community, and permanency in housing; performing administrative tasks involved in the review and maintenance of a caseload of program participants. The principal duties are performed both in the field and community where the program residents reside and in a general office environment at Joseph's House.

## **Job Responsibilities**

**Developing and cultivating trusting relationships with the residents is the foundation for all responsibilities in this position. The JHMP case manager will:**

- Participate in interview screening process for potential residents to determine eligibility for Joseph's House and the Maycroft Program in partnership with Joseph's House nursing and administrative staff.
- Assess eligible individuals and families experiencing homelessness to determine housing and service needs by completing psychosocial assessment for each new Maycroft and Joseph's House respite care resident.
- Review and update existing plan of care for each Maycroft resident to address housing, employment, sobriety, financial, and other goals. Review and update plan of care on a bi-monthly basis.
- Develop a non-medical plan of care for each Joseph's House respite care resident to address housing, employment, recovery, educational, recreational, relationship, financial, and other goals. Review and update plan of care on a bi-monthly basis.
- Enter all resident information into HMIS database and maintain up-to-date electronic records.
- Work with each Maycroft and Joseph's House respite care resident and executive director to complete a life review and life map to outline their hopes, dreams, plans and goals for the year ahead, along with the steps they need to take and the allies and resources they have in reaching their goals.
- Provide education to Maycroft and Joseph's House residents in both individual and group settings on rental and financial management, basic life skills, and schedule planning and management.
- Assist in development of and encourage adherence to a personal budget through pro-active housing and budget counseling sessions; provide budget counseling and education to assist clients in establishing payments plans for bills and past debts and to assist clients in maintaining their housing.
- Assess the need of each Maycroft resident to have a representative payee for public benefits if they do not already have one. If they need a rep payee and do not have one, work with other Joseph's House staff so that JHMP will serve as the rep payee.
- Assist participants in development of a strength-based/solution-focused individualized goal and action plan that promotes permanent housing and self-sufficiency; develop an effective, timely referral network in order to ensure ongoing direction and support as needed.
- Work with Maycroft residents to maintain regular contact with Joseph's House nurse case managers to facilitate their active engagement in care and adherence to treatment.

- Serve as a liaison with other existing social service and care providers and provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
- Assess and provide support for residents' sobriety, if appropriate
- Support residents' engagement in community activities, including those planned by Joseph's House and Jubilee Housing, as well as specific activities for program residents.
- Work with residents to identify potential work or volunteer opportunities that fit within the residents' life plans and support them in seeking out and sustaining these activities.
- Serve as an ongoing liaison between Jubilee Housing, property managers, and participants as well as between participants and neighbors.
- Provide pro-active weekly home visits or one-one visits at another location to ensure stability and further progress towards independence as well as a meaningful sense place in the extended Joseph's House community. May include, but is not limited to: , advocacy, creative interventions to help reduce isolation, listening, helping resident to resolve problems, using various resources to promote residents' personal and social wellbeing.
- Collaborate with Joseph's House staff, including nurses, regarding residents' needs.
- Maintain accurate daily log records, monthly outcome reports, and files for each client.
- Provide transportation for housing and job searches and relevant social services agencies as deemed necessary. Transport clients as deemed necessary. Transportation requirements should be limited to housing and job searches and occasional visit to relevant social service agencies.
- Provide mentoring to year-long volunteers or other staff who may also assist JHMP residents with housing and other social service related assistance.
- Position may involve providing support to JHMP residents during evening / weekend hours as deemed necessary for collaboration and engagement in related services.

JHMP case manager will work closely with the nurse case managers and executive director and will be a key person in practicing relationship centered care and personal support (accompaniment) at the heart of Joseph's House's service to vulnerable individuals living with HIV/AIDS.

### **Contemplative Care**

Joseph's House was founded upon the Biblical values of justice for the poor and friendship with the outcast. Mindfulness practice (the practice of deep listening), as we work with it in our everyday interactions at Joseph's House, was first taught to us by Frank Ostaseski, a leading voice in contemplative end-of-life care. Our contemplative practices help us to listen more deeply. Listening deeply helps us turn toward suffering, rather than hurry past it.

Applicants must have a desire and readiness to deepen their spiritual and personal growth through their service and interactions with all members of the Joseph's House-Maycroft community, especially our residents. Joseph's House provides strong support for personal and professional growth for all staff and volunteers.

### **Qualifications**

- Minimum Education Requirements: Bachelor Degree in Social Work or Human Services preferred OR a minimum of a two-year degree in Human-related services and minimum of

two years related experience. Masters in Social Work highly desired; clinical licensure supervision provided

- Licensed or ability to be licensed in the District of Columbia if applicable to degree
- Minimum of two years of relevant experience
- Demonstrated knowledge of community resources, social service agencies, and landlords
- Excellent communication skills, particularly listening, mediation, and writing skills
- Possess strong organizational skills with ability to meet a demanding workload
- Fluency in the English language is required. Spanish or Amharic speaking ability is an added asset, but is not required
- Experience with computer and knowledge of Microsoft Office

### **Statement of Non-Discrimination**

Joseph's House will not discriminate against applicants or employees on the basis of race, creed, sexual orientation, gender identity, color, age, national origin, religious beliefs, physical handicap, marital status, ancestry, past incarceration unrelated to job responsibilities, or liability for service in the armed forces of the United States. Joseph's House will not make any limitation in hiring unless based upon a legitimate occupational qualification.

### **Additional Information**

For additional information on our programs and practices, including links to news articles and videos, visit [www.josephshouse.org](http://www.josephshouse.org).

### **Application Process**

Please submit a letter of interest and CV or resume to Scott Sanders, Deputy Director, [scott@josephshouse.org](mailto:scott@josephshouse.org). If you have questions or need additional information before submitting an application, please contact us at [scott@josephshouse.org](mailto:scott@josephshouse.org).