



Supportive Housing Intake Manager (Social Worker)

Salary Range: 65K-68K/Annual

Summary of Position

St. Francis Friends of the Poor, Inc. (SFFP) provides permanent, affordable housing to formerly homeless individuals living with severe mental illness. Within three residential facilities located in Manhattan, tenants receive on-site supportive services, from a team of skilled and caring professionals, to ensure they reach their fullest potential.

The Supportive Housing Intake Manager will serve as liaison between SFFP, community service providers, shelters, and other referral systems. This position will be forward facing, delivering SFFP presentations (as needed) at meetings with internal and external stakeholders, including community-based organizations, hospitals, service partners, community groups, and other stakeholder cohorts as requested.

This full-time position works independently and collaboratively as part of an interdisciplinary team to provide direct services to tenants, assisting them to meet their mental, physical, and social needs. This position reports to the Director of Quality Assurance and Strategic Initiatives and works collaboratively with the Program Director to accomplish program goals.

Status: Full-Time; Regular; Exempt

Primary Duties & Responsibilities:

Supervision

- Provide ongoing training to Housing Specialist in targeted clinical skills including listening and engagement skills and shared decision making, all through a trauma informed lens.
- Provide oversight to Housing Specialist to ensure the successful lease-up process for tenants, including initial and renewal leases.
- Through supervision of Housing Specialist, ensure the successful completion of the initial and renewal of housing vouchers.
- Through supervision of Housing Specialist, ensure all program staff are entering tenant data into the TMS System in a timely manner and to completion.
- Train and oversee Housing Specialist in the procurement of documentation necessary to qualify individuals for housing, including but not limited to escorting tenants to obtain birth certificates, social security cards, ID's, TB tests, income verifications, etc.

Intake Coordination

- Actively recruit prospective tenants and, when possible, participate in housing fairs sponsored by DSS at one of their mental health city shelters.
- Determine tenant eligibility by reviewing psychiatric evaluation, psycho-social assessments, and other referral documentation.
- Monitor and respond to email, voicemail, website and other contacts from self-referrals, family members of prospective tenants, outpatient mental health clinics, inpatient psychiatric units, safe havens/homeless shelters, Department of Health & Mental Hygiene, Department of Homeless Services/Human Resources Administration, etc.
- Provide general resources to people who don't qualify for supportive housing at SFFP or are concerned about a loved one in crisis.
- Coordinate with staff, SFFP psychiatrists and building managers (as it pertains to the availability and condition of the rooms) to show eligible, prospective tenant's available rooms, tour the residence, meet the care team, and learn about the supportive services available.
- Ensure all prospective tenants touring the residence, receive/review/sign the Supportive Housing Tenant Bill of Rights.
- Upon acceptance, facilitate the move-in process, including coordinating the move-in date and supporting the new tenant during the move-in process and assisting the tenant to acclimate to the residence, neighborhood, programming, etc.
- Read/Review/Complete required move-in documents with the new tenant, including residential lease, Supported Housing Tenant Bill of Rights, House Rules, etc.
- Enter the new tenant in CAPS, AWARDS and TMS. Set up the physical chart, scan a copy of all signed documents to the Consumer File Cabinet section of the AWARDS file, complete the AWARDS CSS Functional Assessment.
- Conduct regular check-ins (minimally 1x/week) with new tenants for the first month to ensure a smooth transition.
- When appropriate, help tenants document end-of-life preferences, including living will, identifying a healthcare proxy if they can no longer make decisions for themselves, and disposition of financial and personal assets.
- Present the referral and vacancy updates at monthly joint staff meetings.

Administration

- Assist Director of Quality Assurance and Strategic Initiatives in the management of multiple databases and portals for all program sites.
- Submission of regular reports to funders, in accordance with requirements as they pertain to the evaluation, placement, service delivery and documentation of the referral, intake, placement and discharge process.

Training

- Provide in-person training to program staff regarding changes in intake acceptance requirements, new tenant onboarding process, and other processes relevant to bringing in new tenants.
- Along with the Director of Quality Assurance and Strategic Initiatives, periodically co-facilitate trainings to program staff.
- Train and monitor Housing Specialist in program related data management (e.g.: entry, reporting, analysis), as needed.

Case Management

- Provides direct support to tenants, assisting them to meet their mental, physical, and social needs with an emphasis on independent living and tenant self-advocacy, and building on the tenant's strengths.
- Engages tenants to conduct a comprehensive strengths-based assessment to determine the tenant's expressed service needs, which serves as the foundation of the tenant's service plan and to inform ongoing service planning.
- Develops Individual Service Plans in collaboration with tenants and their interdisciplinary team with a focus on increasing the tenants' quality of life and assisting in their personal path of rehabilitation and recovery from mental illness and/or substance use.
- Arranges for delivery and/or assists tenants in accessing needed services, through referrals or linkages, as identified in the assessment/service plan.
- Monitors and documents tenant progress, maintaining current, accurate progress notes, as required.
- Participates in weekly interdisciplinary team meetings and other meetings, as required.
- Maintain a complete working file of accurate and confidential records of tenant information, lease agreements, correspondence, and all related paperwork.
- Generate reports on housing placement and lease status as required by program management.
- Assist with program related data management (e.g.: entry, reporting, analysis), as needed.

Required Education, Professional Experience & Abilities

- Master's degree in Social Work, LCSW preferred.
- At least three years of counseling and case management experience serving a similar client population required with preferably one year of experience in a supervisory role.
- Willingness and interest in engaging individuals with mental health and substance use needs.
- Working knowledge of and demonstrated clinical skills to interpret and understand referral materials, including psychological evaluations, clinical terminology, mental health diagnoses, medications, and appropriate levels of care.
- Computer literacy and demonstrated proficiency in Microsoft Office Suite (Word, Excel, Outlook) required; ability to manage multiple databases.
- Knowledge of/experience with integrated healthcare practices and community systems/resources preferred.
- Strong team building skills.
- Ability to practice effective time management and organizational strategies.
- Able to work independently and manage multiple tasks and priorities, including proficiency in balancing direct service responsibilities with data management responsibilities.
- Excellent active listening and effective crisis management/intervention/conflict resolution skills with ability to exercise and model good judgment.
- Strong interpersonal, written, and oral communication skills; proven ability to communicate with diverse audiences.
- Criminal background check and clearance required.

Personal Characteristics

- Core Values: Consistent with a person-centered, harm reduction, recovery-based, trauma-informed approach to care.
- Diversity/Equity/Inclusion: Awareness of, sensitivity to, and respect for diversity of culture, ethnicity, gender, identity, physical and mental abilities, sexual orientation, race and spirituality or religion.
- Behave Ethically: Understand ethical behavior and business practices and ensure that own behavior and that of others is consistent with these standards and aligns with the organization's values.
- Build Relationships: Establish and maintain positive working relationships with others, internally and externally, to achieve the organization's goals.

- Communicate Effectively: Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and technique, including the ability to use diplomacy effectively and working well with teams and individuals.
- Continuous Quality Improvement: Embraces a philosophy that is focused on day-to-day improvements to the organization's processes, safety, and tenant care.
- Creativity/Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
- Focus on Tenant Needs: Anticipate, understand, and respond to the needs of internal and external tenants to meet or exceed their expectations within the organizational parameters.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results in the organization's best interest.
- Decision Making: Assess situations to determine the importance, urgency, and risks, and make clear decisions which are timely and in the best interests of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
- Plan: Determine strategies to move the organization forward, set goals, create, and implement actions plans, and evaluate the process and results.
- Problem Solving: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

The above is intended to describe the general content of and requirements for this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Management reserves the right to assign or reassign duties and responsibilities to this job at any time to ensure the health, safety and well-being of the people served and/or to ensure the success and stability of the organization. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

St. Francis Friends of the Poor, Inc. is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to age, color, disability, gender identity, national origin, race, religion, sex, sexual orientation, Veteran status, or other legally protected characteristics.