Ascend Case Manager, Limited Term through 12/2023
Job Announcement

Position Summary

This Full-Time, benefits eligible position is a limited term position, through December 2023.

From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. The Ascend program provides supportive services and independent living skills for young adults, ages 18-25, living with mental health challenges. The Ascend Case Manager offers daytime support to approximately 12 program participants with primary responsibility to develop goals, establish an individual service plan, and monitor and document individual client progress towards program goals of housing stability, increased employment skills/income, educational goals and independent living skills. The Case Manager is responsible for the full life cycle of the Ascend program, and is based at the Ascend office in Neenah and therefore works primarily independently.

Essential Duties

- Has passion for the mission of Pillars and displays agency values: Respect, Collaboration, Empowerment and Grit.
- Participate in community outreach activities to generate interest in the Ascend program and engage potential program applicants.
- Conduct initial interviews, participate in discussion and decision-making for accepting/turning down applicants for program. Facilitate Program Orientation for new program participants.
- Prepare the apartments for new residents (includes cleaning, shopping, decorating, providing personal hygiene items and all aspects of unit readiness for each new resident).
- Develop an Individual Action Plan for each program participant, including an initial 30 day plan and then quarterly action plans to reflect individual goals in areas of Housing Stability (transportation, conflict resolution, independent living skills), Health Stability (working in conjunction with the Life Skills Coordinator to ensure cooking, cleaning, and personal hygiene skills are developed and all doctor appointments and medications are being maintained), and Income Stability (obtaining or maintaining employment, financial literacy and budgeting, and educational/vocational goals).
- Meet weekly with each program participant to review goals, monitor employment/job training, and educational goals.
- Review Initial 30-day Action Plan/Individual Action Plan goals each week.
- Keep bi-weekly progress notes on action plan goals.
- Keep records of attendance and missed appointments.
- Create and maintain detailed case notes for interactions, activities, progress, concerns and communications with each program participant, including family or other professional discussions or communications.
- Develop and facilitate group activities available to all program participants.
- Establish sound working relationships with other organizations in the community that may provide services to program participants. Communicate with other agencies, case workers, and social workers that have worked or still work with the program participant to ensure continuity of care.
- Periodically be available outside of regular business hours to respond to clients needs and urgent situations requiring supervision or attention.
- Responsible for maintaining Ascend office (supplies, cleanliness, empty garbage, dishes, etc.) and reporting maintenance issues.
- Other duties as assigned.

**Core Competencies**

- **Analytical** - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs workflows and processes.
- **Communication** - Strong verbal and written communication skills on multiple levels: with volunteers, coworkers, board members, other community agencies, and vendors.
- **Confidentiality** - Able to maintain confidential information and safeguard the security of information of Pillars and our clients. Keeps private information from unauthorized individuals, either within Pillars or others outside the organization.
- **Self-Management** - Takes initiative to seek out what needs to be done; responsible for attaining goals and following guidelines/procedures with minimal supervision or direction; strong sense of accountability and pride in work. Demonstrates flexibility and the ability to adapt to changing situations/expectations.
- **Strategic thinking** - Develops strategies to achieve organizational goals; understands organizations strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.
- **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

**Qualifications**

- Bachelors in Human Services related field or 5 or more years relevant experience
- Minimum 2 years relevant experience preferred
- Relevant experience could include:
  - A strong understanding of barriers specific to persons experiencing homelessness
  - Experience working with survivors of domestic violence
  - Experience working with people facing mental health struggles and/or challenges with addictions

12/2022  Ascend CM LTE Job Posting
Knowledge of community resources available to families who are low income and/or experiencing homelessness

Experience with the Wisconsin Homeless Management Information System, Clarity

- Ability to travel locally, with access to a reliable vehicle and possess a valid Wisconsin drivers license and automobile license

- Preferred experience working with young adults

This position is expected to work inclusively and respectfully within a diverse community and practice civility in the workplace. In addition, this position requires strong oral, written, interpersonal, and organizational skills, demonstrated integrity, and the willingness to work independently and as part of a collaborative team. This position requires knowledge of Microsoft Office suite and related technologies.

**Compliance Accountability**

The Ascend Case Manager must act in accordance with Pillars policies and procedures, complete all required compliance training/continuing education within specified timeframe, and maintain a thorough knowledge of all internal operating procedures, as well as applicable laws and regulations.

**Work Environment**

The employee must occasionally lift and/or move up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Current COVID Protocols**

COVID protocols are subject to change based on recommendations from the CDC and/or local health department recommendations.

**Compensation**

The compensation for this position is a $40,500 annual salary. Benefits include health insurance, dental insurance, vision insurance, vacation, holidays, sick leave, short & long term disability, life insurance, and an Employee Assistance Plan.
To Apply

DEADLINE TO APPLY: January 2, 2023 by close of business

Click to apply - Pillars Ascend Case Manager limited term

Direct questions about this position or the application process to Tracy Melzl, Human Resources Coordinator, Pillars, Inc., 605 E Hancock Street, Appleton, WI 54911

Pillars is an Equal Employment Opportunity employer committed to achieving a diverse workforce and to maintaining a community which welcomes and values a climate supporting equal opportunity and difference among its members. All qualified applicants will receive consideration for employment without regard to race, national origin, color, religion, age, genetics, sex, sexual orientation, gender identity, disability or veteran status.