



Position: Case Manager - Safe Parking

Benefits in Action is a non-profit organization in Colorado dedicated to the understanding, access, and utilization of health-related benefits to enhance health and wellbeing of those in the community. In 2021 Benefits in Action provided services to more than 8000 individuals by assisting them with Medicaid, Medicare, Connect for Health, and food assistance.

About the role: Benefits in Action is looking for a Case Manager to provide trauma informed case management services to people who are experiencing homelessness in their vehicles, who have been provided initial outreach services, have been referred to a Safe Parking program and indicate a desire for additional services and the development of a case plan. This position reports to and is employed by Benefits in Action and coordinates with the Jefferson County Safe Parking Initiative Program Coordinator.

Key Responsibilities:

Case Management:

- Assess, arrange, coordinate, and monitor the delivery of individualized services to individuals and families experiencing homeless while developing a trusting relationship.
- Responsible for interviewing new clients using harm reduction techniques to assess client needs.
- Provide crisis intervention and employ de-escalation techniques as necessary.
- Listen to client needs, evaluate, and provide information and options.
- Have working knowledge and keep apprised of new developments of area programs for individuals and families.
- Determine client eligibility for services.
- Develop, implement and evaluate strategies to meet client needs.
- Assist clients in the delivery of services by phone and in person on a weekly basis, if possible.
- Contact and make referrals to other supportive agencies and programs.
- Work with client to implement attainable housing goals with weekly updates at client meetings.
- Evaluate client progress and reassess, if necessary.

Data Collection and Community Collaboration:

- Maintain up-to-date case records of all clients using HMIS and CSPI google doc of Safe Parking referrals.
- Develop and maintain ongoing relationships with affiliated service agencies in the

Metro Denver Area.



- Administer VI-SPDAT assessment with qualifying clients and refer via MDHI database or refer to partner agency for VI-SPDAT assessment.
- Compile, maintain, and report weekly, monthly, and annual program statistics as requested.
- Analyze trends in the programs, identifying issues and developing and recommending solutions to the Colorado Safe Parking Initiative (CSPI) board.
- Serve as the liaison for CSPI with collaborating organizations and partners including Safe Lot coordinators.
- Commitment to achieving HUD-defined successful housing outcomes.

Outreach

- Work together with Benefits in Action Navigators in co-locations with organizations serving the unhoused
- Working together with other agencies throughout the metro Denver area, provide street outreach to those experiencing homelessness.

Other Responsibilities

- Availability to conduct case management meetings during the evenings.
- Ability to nurture working relationships with CSPI community partners.
- Ability to use judgment in deciding program length of stay for clients and change expectations.
- Participation in local homeless collaborations
- All activities will be coordinated with the CSPI Program Coordinator
- Attendance of training in best practices.
- Ability to work closely with diverse populations.

Education/ Work Requirements:

- Must possess a valid Colorado driver's license and have a clean driving record.
- Must demonstrate leadership and sound decision-making skills.
- Must possess interest in self-directed learning about issues affecting people experiencing homelessness.
- Must be able to proficiently use basic computer programs such as Microsoft Office, Excel and email programs.
- Must have excellent oral and written communication skills.
- Ability to work occasional evenings and weekends, as needed.
- Required: Bachelor's or master's degree in social work, psychology or a related field
- Required: Proof of COVID vaccination
- At least two years of experience working with the following but not limited to individuals with or experiencing:
 - addiction, mental health issues, homelessness, and poverty.

**Other Required Strengths:**

- Demonstrated experience working with diverse populations.
- Strong computer skills and program proficiency
- Strong written and verbal communication skills
- Strong organizational, logistical and time management abilities
- Ability to be flexible and work on a passionate team.
- Experience with web-based data collection programs
- Bilingual (Spanish/English) preferred

Position Type/ Work Schedule: This is a full time, grant funded, non-exempt position, requiring some evening and weekend work and the ability to be flexible and responsive to emergent needs of Benefits in Action.

Compensation & Benefits:

- \$20.00 - \$23.00/hour (depending on experience)
- Benefits are Hazard Pay, Medical/Dental/Vision/Life Insurance/Short- and Long-Term Disability/LifeLock/Telehealth and 401k
- Position is eligible for paid time off benefits (holiday/sick/vacation)

Benefits in Action is a project of the Colorado Nonprofit Development Center (CNDC) and all employees are CNDC employees. CNDC is dedicated to equal employment opportunities in any term, condition, or privilege of employment. CNDC prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law. This policy applies to all employees.