



84 Walton St NW #500
 Atlanta, GA 30303
 P: 404.658.1877
 F: 404.658.1919
AtlantaDowntown.com

Position Title	Department	Reports to
Supportive Services Case Manager	ADID Outreach	Director, Supportive Services
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	Open until filled
Approved Salary Range	\$49,000	
<i>(Commensurate with qualifications and experience)</i>		

BACKGROUND

The Atlanta Downtown Improvement District (ADID) is a not-for-profit, 501(c)(3) corporation formed in 1995 by Central Atlanta Progress to deliver state-legislated, city-approved Community Improvement District services to Downtown Atlanta. ADID’s mission is to keep the 220 blocks and 1.7 square miles of Downtown Atlanta safe, clean, and hospitable. ADID’s field operations programs are focused on public safety, public space cleaning and maintenance, and supportive services outreach to unsheltered residents. To learn more about ADID visit our website at atlantadowntown.com.

ADID’s Outreach Team is an innovative and collaborative homeless outreach team comprised of Supportive Services Case Managers serving those experiencing unsheltered homelessness who may have unmet basic human needs and are living on the streets of Downtown Atlanta. The Outreach Team’s mission is to invert the burden of street homelessness away from those in need by connecting them to supportive services through a redemptive - rather than punitive, trauma-informed outreach approach.

POSITION SUMMARY

Under the supervision of the Director of Supportive Services, the Supportive Services Case Manager, along with the rest of the Outreach Team and the ADID Ambassadors, work in collaboration to build relationships with individuals and families experiencing homelessness and connect them to supportive services. The Supportive Services Case Manager must have previous experience identifying and engaging highly vulnerable, unsheltered individuals through direct street outreach. Street outreach occurs only within ADID’s boundaries. They will administer assessment tools, facilitate placement into interim housing and connect them to supportive services.

RESPONSIBILITIES

ADID is seeking qualified and motivated candidates to perform the following duties and responsibilities as a Supportive Services Case Manager:

- Work collaboratively with the Director of Supportive Services and Lead Supportive Services Case Manager to identify individuals and families that meet eligibility requirements for interim housing, transitional housing, and permanent supportive Housing.
- Complete client assessments to determine services needed and interim housing options/placement.
- Provide housing navigation services, assisting with transportation and system navigation skills to access documentation necessary to qualify chronic homeless individuals and families for housing. Navigation may include transporting clients and walking alongside them to obtain birth certificates,

ID's, TB tests, income verifications, Housing and Urban Development (HUD) McKinney forms, and mental health evaluations.

- Provide advocacy for individuals experiencing homelessness when they encounter barriers.
- Maintain computerized client records including entering client information into digital web-based databases including Track Tik (ADID software) and the Homeless Management Information System.
- Attend bi-weekly City of Atlanta and Partners for Home community outreach meetings with local outreach teams.
- Continuous update of Coordinated Entry Assessor training and Client Track training.
- Other duties as assigned.

ESSENTIAL QUALIFICATIONS

- A bachelor's degree in social work, human services, sociology, or related field strongly preferred.
- 1-3 years working in homeless supportive services is required.
- 1-3 years working in a shelter, as a homeless outreach worker, and/or lived experience with homelessness is preferred.
- Proficiency with Client Track and/or any Homeless Management Information System (HMIS) is required.
- Reference and research methods and techniques used in collecting, compiling, and organizing data.
- Microsoft Word and Excel proficiency required.
- Knowledge of available community resources.
- Must exhibit elevated level of accountability and good decision-making skills including the ability to analyze information, evaluate results and recommend/implement the best solutions to solve difficult problems or challenges.
- Excellent verbal and written communication skills in English, along with strong attention to detail and accuracy.
- Ability to multitask, prioritize tasks effectively, and meet deadlines consistently.
- Energized, proactive problem solver with a self-motivated and solution-focused mindset.
- Comfort in handling confidential situations with tact and professionalism.
- Progressive and stable work history.
- Passion for contributing to the vibrancy and growth of Downtown Atlanta.
- Successful completion of a criminal background check and substance use testing.
- Possess a valid Driver's License.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

This job requires the employee to fulfill certain physical tasks to perform their essential job functions successfully. If needed, ADID will provide reasonable accommodation for individuals with disabilities.

The employee will need to:

- Work both indoors and outdoors during periods of extreme temperatures.
- Work at least 75% outdoors canvassing and directly engaging individuals experiencing homelessness.
- Regularly communicate through talking and hearing.
- Frequently standing, walking, sitting, and reaching with their hands and arms.
- Lift and move objects weighing up to 25 pounds occasionally.
- Have good close and distance vision, along with the ability to adjust focus.
- Work in an environment with low to moderate noise levels.

POSITION CLASSIFICATION (this is not a remote position)

This is a full-time, 40 hours per week, on-site in-person, exempt position.

ADID offers competitive compensation, along with a comprehensive benefits package, including personal time off (PTO), health and dental insurance, short-term disability coverage, a mass transit benefit, and a 401(k) savings program. Eligible employees may also receive discretionary performance-based bonus pay.

ADID is an equal opportunity employer and will consider all qualified applicants for employment without regard to age, disability, religion, creed, political affiliation, race, color, sex, marital status, sexual orientation, or national origin.

Full COVID-19 vaccination is required for this on-site position.

APPLY TODAY TO MAKE A DIFFERENCE

Interested applicants should e-mail their letter of interest and resume to nshoyinka@atlantadowntown.com. Only those applicants deemed qualified will be contacted. **No phone calls, please.**