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**AtlantaDowntown.com**

## **SUPPORTIVE SERVICES CASE MANAGER (Full-Time)**

### **ABOUT US**

The Atlanta Downtown Improvement District (ADID) is a not-for-profit, 501(c)(3) corporation formed in 1995 by Central Atlanta Progress to delivery 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](http://atlantadowntown.com)

ADID's Outreach Team is an innovative and collaborative homeless outreach team comprised of Supportive Services Outreach Workers who serve those experiencing street 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 Outreach Program Manager, the Supportive Services Case Manager along with the rest of the Outreach Team and the Atlanta Downtown Ambassadors works to build relationships with individuals and families experiencing homelessness to provide advocacy and assist with connecting them with services and housing. The Case Manager must have previous experience working with individuals experiencing homelessness.

The Supportive Services Case Manager is responsible for identifying highly vulnerable unsheltered homeless neighbors through direct street outreach activities within ADID's district boundaries. The Case Manager will administer assessment tools, facilitate placement into emergency and short-term housing, if desired by the neighbor, and connect them to social services. Working collaboratively with the Program Manager, the Outreach Worker will assist with making short-term housing placements and entering all client data into web-based electronic databases.

### **ESSENTIAL DUTIES**

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

- Work collaboratively with the Program Manager to identify individuals and families that meet eligibility requirements for Permanent Supportive Housing and Transitional Housing.
- Complete client assessments to determine services needed and shelter options/placement.

- Assist individuals and families experiencing homelessness with accessing resources and making referrals; continue to engage with unsheltered homeless neighbors until shelter or permanent housing is obtained.
- Provide advocacy for individuals experiencing homelessness when they encounter barriers.
- Maintain computerized client records, daily activity logs, ~~mileage logs~~, and other reports as directed, including entering client information into digital web-based databases including Track Tik (ADID software) and the Homeless Management Information System.
- Attend weekly community outreach meetings with local outreach teams to represent ADID.
- Develop relationships with Downtown businesses through frequent outreach visits to foster trust building.
- Canvasses the 220 blocks that make up the Atlanta Downtown Improvement District
- Other duties as assigned

## **QUALIFICATIONS**

Successful candidates will possess the following:

### Essential Requirements

- A Bachelor's degree in Social Work, Human Services, Sociology, or related field.
- A minimum of one year experience working in a shelter, as a homeless outreach worker, and/or lived experience with homelessness.
- Be able to read and write English and follow oral and written instructions
- Pass drug screening and criminal background check
- Possess a valid Driver's License

### Physical Requirements

- Occasionally exert up to 50 pounds of force, and/or up to 30 pounds of force frequently, and/or up to 0 pounds of force constantly.
- Work both indoors and outdoors during periods of extreme cold and hot, includes walking for 30 minutes or more.
- Work at least 75% outdoors canvassing and directly engaging unsheltered individuals experiencing homelessness.

### Desired Qualifications

- Master's degree in Social Work, Human Services, Sociology, or related field.
- Thorough knowledge of reference and research methods and techniques used in collecting, compiling, and organizing data.
- Demonstrated ability to explain an agency's purpose, programs, and operations.

- Knowledge of available community resources.
- Effective communication skills.

### **POSITION CLASSIFICATION**

This is a full-time, Monday through Friday, 40 hours, on-site in-person, non-exempt position. Compensation is commensurate with experience. Full-time employees are eligible to receive paid Personal Time Off (PTO), Medical Benefits, Life Insurance, and 401-K savings plans. Employees are also eligible for discretionary performance-based bonus pay.

Employment, including benefits, is provided through Atlanta Downtown Improvement District, Inc. 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.

### **TO APPLY**

Interested applicants should e-mail a letter of interest and their resume to [hr@atlantadowntown.com](mailto:hr@atlantadowntown.com). Only those applicants deemed qualified will be contacted. No phone calls, please.