

# MATT URBAN HUMAN SERVICES CENTER OF WNY

---

**JOB DESCRIPTION TITLE: HOUSING FIRST CASE MANAGER**

---

Supervisor: Housing First Supervisor

Location: Matt Urban Hope Gardens (58 Oberlin Ave)

Education Requirements: MSW or related field preferred or Bachelor's Degree in Social Work or equivalent experience

Work Experience Requirement: 5+ Years experience working in human services, with emphasis on vulnerable populations

---

## Responsibilities:

- Know and understand the definition of chronically homeless and how to document/verify
- Perform street outreach to engage with the chronically homeless to screen for program
- Perform thorough assessment of all clients including social history, number of past hospitalizations, treatment histories for mental illness and chemical addictions), homeless history and homeless preferences (where did they live, what services did they utilize while homeless), a detailed housing history
- Provide client with access to basic needs upon move in (food, bedding, toiletries, kitchenware, etc).
- Provide assessments to establish whether client is eligible for SPMI (mental health) services.
- Link client to appropriate services in the community as needed
- Guard the confidentiality of a client at all times – gain releases as needed. Releases must be renewed annually.
- Submit all clients for Section 8 upon entry into the program
- Contact with each client at least one time per week
- Perform regular home visits, how often is dependent on impairment levels
- Use HMIS/BAS-Net as the primary data entry for all client records
- Use customized Matt Urban database to track all impairment scales, mainstream resources secured, treatment, job/volunteer activities, etc.
- Participate in appropriate workshops, trainings, meetings and Homeless Services Continuums.
- Maintain a working knowledge of the mental health and human service system in Erie County in order to provide appropriate referral and linkage for clients served.
- Maintain client files, records, activity logs and complete reports and maintain confidential information appropriately.
- Meet with Supervisor once per week for supervision
- Maintain and increase skills in the field through trainings in the agency and/or community.
- Prepare reports in a timely fashion.
- Abide by all policies & procedures of the Lt. Col. Matt Urban Center of WNY
- Represent Lt. Col. Matt Urban Center of WNY appropriately in the community
- Other duties, as required.

Please submit a resume and a cover letter to Lisa Gentzler, Housing First Supervisor at [lgentzler@urbanctr.org](mailto:lgentzler@urbanctr.org)



The Matt Urban Center is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.