Pope Francis Center

Care Plan Manager - Bridge Housing

About the Pope Francis Center: Pope Francis Center exists to provide meals, supportive services, and housing assistance to Detroit community members in need, especially those experiencing homelessness. On an average day, we welcome over 200 guests and provide them with nutritious meals, showers, laundry, and access to doctors, dentists, lawyers, and housing providers through our free clinics. We have been serving Detroit's most vulnerable citizens for over 30 years, and we envision a Detroit without homelessness, where every person has the resources for sustained stability.

Job Description:
Join us as the Care Plan Manager of Bridge Housing and play a pivotal role in transforming lives at the Bridge Housing Campus. This is more than a job; it's a calling to make a real difference in the lives of our 40 residents. You will collaborate with a dedicated team committed to not just managing, but also enhancing our bridge housing program. Your work will directly contribute to creating a nurturing and welcoming space within the community, embodying our mission to provide not just shelter, but real transformation in people's lives.

The Care Plan Manager at the Pope Francis Center Bridge Housing Campus is responsible for developing, overseeing, and implementing comprehensive care plans for residents. This role requires close coordination with the Residential Manager, case managers, CHASS clinical team and other key staff to ensure holistic and personalized care for residents. The Care Plan Manager will supervise case managers and work under the Associate Director to advance the mission of the Bridge Housing program, promoting residents' well-being and progress towards stable, independent living.

Responsibilities:

1. **Development and Implementation of Care Plans:**
    - Design individualized care plans for residents based on comprehensive assessments of their medical, psychological, and social needs.
    - Coordinate with medical partners, including CHASS Clinic and other behavioral health partners, to integrate physical and mental health services.

    - Ensure care plans include addiction recovery, life skills training, and ongoing support after care.
2. **Team Leadership and Supervision:**
    - Supervise a team of case workers, providing guidance, support, and professional development opportunities.
    - Ensure quality of care and professionalism for case plans and equip the team to advocate client needs.
    - Coordinate with the Residential Manager and other key staff to ensure the seamless implementation of care plans.
    - Foster a collaborative team environment, encouraging open communication and teamwork.
3. **Daily Resident Support and Supervision:**
    - Oversee the day-to-day implementation of care plans, ensuring that all residents receive the support outlined in their individualized plans.
    - Monitor residents' progress and adjust care plans as necessary to meet evolving needs.
    - Support the integration of recreational, educational, and community engagement activities into residents' daily schedules.
4. **Policy and Procedure Development:**
    - Assist in the development and implement policies and procedures related to care plan management, ensuring alignment with best practices and regulatory requirements.
    - Help to support protocols for handling medical emergencies, behavioral issues, and other critical situations.
5. **Daily Management Support:**
    - Provide support and guidance to residents, helping them navigate challenges and achieve their personal goals.
    - Respond to crises and emergencies, providing immediate support and coordinating with appropriate services.
    - Assist in developing and implementing emergency protocols and safety procedures.
    - Assist in supporting daily activities and programming.
6. **Documentation, Evaluation and Reporting:**
    - Maintain accurate and up-to-date records of resident interactions, care plans, and progress.
    - Monitor and evaluate the effectiveness of care plans and overall program success using metrics related to health outcomes, educational goals, and resident engagement.
    - Conduct periodic reviews and evaluations to identify areas for improvement and implement necessary changes.
    - Prepare regular reports on program performance and resident progress for internal and external stakeholders.

Qualifications:

- Master's degree in social work, psychology, public health, or a related field.
- Experience with working with treatment plans around behavioral health issues
- Experience in housing insecurity preferred.
- Extensive experience in case management, care coordination, or a similar role within a social services or healthcare setting.
- Strong leadership and supervisory skills with the ability to manage and motivate a diverse team.
- Excellent communication and interpersonal skills, with a focus on empathy and support.
- Knowledge of issues related to homelessness, mental health, addiction recovery, and community health.
- Ability to work collaboratively with a wide range of partners and stakeholders.

The Care Plan Manager will play a crucial role in the success of the Pope Francis Center Bridge Housing Campus, ensuring that residents receive the comprehensive support they need to transition to stable, independent living.

Working Conditions:

- This job primarily operates in-person in a dynamic social services setting. This role requires the ability to lift 50 pounds independently; walk, climb, or descend stairs; kneel, bend, and twist; and occasionally operate a commercial vehicle to pick up and deliver items.

Pope Francis Center is proud to be an equal opportunity employer that is committed to diversity, equity, and inclusion in the workplace. We do not discriminate based on race, color, sex, religion, sexual orientation, national origin, status as an individual with a disability, genetic information, pregnancy, status as a protected veteran, or any other applicable protected characteristic as outlined by federal, state, or local laws.