Pope Francis Center

Caseworker - 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 a caseworker 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.

Responsibilities:

- **Resident Support and Case Management:**
    - Conduct ongoing assessments of residents' needs, strengths, and goals.
    - Develop and implement individualized care plans in collaboration with residents and the Care Plan Director.
    - Provide ongoing support and case management services to residents, including regular check-ins and follow-up appointments.
    - Assist residents in accessing medical, psychological, and social services as outlined in their care plans.
- **Coordination and Advocacy:**
    - Coordinate with internal and external service providers to ensure residents receive appropriate and timely support.
    - Advocate on behalf of residents to secure necessary resources and services, including housing, healthcare, and social support.

- **Documentation and Reporting:**
    - Maintain accurate and up-to-date records of resident interactions, care plans, and progress.
    - Prepare regular reports on resident outcomes and program effectiveness for review by the Care Plan Director.
    - Ensure all documentation complies with regulatory requirements and organizational policies.
- **Program Implementation and Support:**
    - Assist in the implementation of daily activities and programs for residents, including life skills training, educational workshops, and recreational activities.
    - Support residents in participating in community engagement and service opportunities.
    - Contribute to the development and refinement of program policies and procedures.
- **Crisis Intervention and Conflict Resolution:**
    - Provide crisis intervention and support to residents experiencing acute challenges or emergencies.
    - Support the team in mediating conflicts and facilitate restorative practices to resolve issues within the resident community
    - Collaborate with the Care Plan Director and other staff to address disciplinary issues and develop appropriate interventions.
- **Team Collaboration:**
    - Participate in regular team meetings, training sessions, and professional development opportunities.
    - Participate in daily activities and programming support
    - Work collaboratively with other caseworkers, care coordinators, and support staff to provide holistic care to residents.
    - Contribute to a positive and supportive team environment, fostering collaboration and mutual respect.

Qualifications:

- Bachelor's degree in social work, psychology, human services, or a related field.
- Previous experience in case management, social services, or a related role, preferably working with individuals experiencing homelessness or other vulnerable populations.
- Strong understanding of issues related to homelessness, mental health, addiction recovery, and community health.
- Excellent organizational and time management skills, with the ability to manage a caseload and prioritize tasks effectively.
- Strong communication and interpersonal skills, with the ability to build rapport and trust with residents.
- Compassionate and empathetic approach to working with individuals from diverse backgrounds.

- Ability to work collaboratively as part of a team and independently when necessary.
- Proficiency in using case management software and other relevant technology.

This role is essential to the success of the Pope Francis Center Bridge Housing Campus, providing direct support to residents and ensuring they receive the comprehensive care needed to achieve 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.