Job Title: Street Outreach Case Manager

Job Summary:
Heading Home of South Central Indiana is seeking a Street Outreach Case Manager that will work directly with individuals experiencing unsheltered homelessness to provide comprehensive support in securing stable housing and accessing essential services. This position will collaborate with community partners, local stakeholders, and internal teams to ensure holistic care and service coordination. This position will be embedded at one of the following partner agencies: Beacon, Centerstone, and HealthNet Homeless Initiative Program. Outreach efforts will take place in various environments, including the streets, shelters, hospitals, and other locations where individuals in need can be engaged.

Key Responsibilities:

- **Outreach & Engagement:** Conduct street outreach to engage and assess individuals experiencing unsheltered homelessness.
- **Housing Navigation:** Provide housing navigation services, including assistance with housing applications, securing documentation, and linking to available housing programs.
- **Collaboration & Referrals:** Collaborate with community partners, shelters, and service providers to coordinate care and referrals.
- **Documentation & Reporting:** Maintain accurate and timely documentation of client interactions, services provided, and referrals in the Homeless Management Information System.
- **Case Coordination:** Participate in case conferencing and community street outreach coordination efforts.
- **Crisis Response:** Utilize crisis intervention and de-escalation techniques as needed.
- **Resource Education:** Educate clients about available resources, including healthcare, mental health and substance use treatment, and employment opportunities.
- **Basic Needs Support:** Assist in distributing essential items such as food, clothing, and hygiene supplies to those in need.
- **Client-Centered Approach:** Promote a client-centered approach, ensuring individuals are treated with dignity and respect.

Qualifications & Requirements:

- Bachelor's degree in social work, public health, psychology, or a related field preferred; or 3-5 years of experience working with vulnerable populations, or individuals with lived experience of homelessness are strongly encouraged.
- Experience in outreach, housing navigation, or case management preferred.
- Strong crisis management and de-escalation skills.
- Knowledge of community resources and social service systems.
- Excellent written and verbal communication skills.
- Ability to work independently and as part of a multidisciplinary team.
- Proficiency in Microsoft Office and data entry systems such as HMIS.
- Must have a valid driver's license, reliable transportation, and meet state-required automobile insurance minimums.
- Ability to pass a background check, including National Sex Offender Registry, criminal history, and driving record review.

Work Environment & Schedule:

- Primarily field-based, with time spent in various community settings.
- Schedule of Monday-Friday, 8 AM - 5 PM, with potential for extended hours in the evening or some evening shifts (example 12-9pm), or some weekend hours based on client needs and outreach efforts.
- Requires travel within the community to engage with clients and attend meetings.

This position plays a critical role in connecting individuals experiencing unsheltered homelessness to the resources and support necessary for long-term stability. The ideal candidate will be compassionate, proactive, and committed to advocating for those in need.

Compensation: $47,500
Benefits: Benefits include health, vision, and dental insurance with employee contribution, long- and short-term disability and life insurance, retirement contribution matching after one year, and generous PTO.

To Apply: Please submit a resume, 3 references, and cover letter outlining your qualifications and interest in the role to Mary Morgan, Executive Director of Heading Home. We are an equal opportunity employer and encourage applicants from all backgrounds to apply.

Relevant Documents: Relevant documents for this job include the Heading Home Plan and 2025 Housing Action Plan.

About the Employer: The person in this position will be employed by the Community Foundation of Bloomington and Monroe County with their time dedicated 100% full-time to supporting the mission of Heading Home of South Central Indiana. Heading Home is a regional initiative working to make homelessness rare, brief and non-repeating. Learn more here. This position reports to the Director of Housing Solutions at Heading Home of South Central Indiana.