



SHELTER. SUPPORT. SOLUTIONS.

Ascend Case Manager Full Time Job Announcement

Position Summary

From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. Ascend is a Pillars Initiative that provides supportive services and independent living skills for young adults living with mental health challenges. The Ascend Case Manager offers support to approximately 15 program participants with primary responsibility to develop goals, establish an Individual Service Plan, and monitor and document individual progress toward program goals of housing stability, increased employment skills/income, educational goals and independent living skills. This full time position reports to the Pillars Stable Housing Director.

Duties and Responsibilities

- Build and maintain a strong connection with participants using a strengths-based, trauma-informed approach.
- Build awareness of Ascend program within other agencies/organizations in the community to develop referrals for future program participants.
- Conduct initial interviews and participate in decision-making for accepting applicants for the program. Facilitate program orientation for new program participants.
- With participant, create an Individual Service Plan including an initial 30 day plan and quarterly action plan to reflect individual goals in areas of Housing, Health and Income Stability.
- Meet weekly individually with each program participants to review their Service Plan, monitor employment, training, and educational goals.
- Work collaboratively with other program staff (Peer Support Specialist and Clinical Therapist) to develop comprehensive support for program participants.
- Create and maintain detailed case notes for interactions, activities, progress, concerns and communications with each participant.
- Prepare the apartments for new participants (includes cleaning, shopping, decorating, providing personal hygiene items and all aspects of unit readiness for each new participant).
- Maintain manual and electronic records including the preparation of correspondence and statistical data.

- Periodically be available outside of regular business hours to respond to urgent situations requiring supervision or attention.
- Other duties as assigned.

Core Competencies and Qualifications

- Excellent verbal and written communication skills
- Fosters an environment of high moral and ethical standards
- Sensitivity to low-income individuals
- Ability to maintain confidential information
- Ability to travel locally with access to a reliable vehicle and possess a valid Wisconsin drivers' license and automobile license
- Ability to flex schedule to occasionally respond to participants needs outside of normal working hours

Education and/or Experience

- Bachelor's degree in human services related field strongly preferred
- Minimum two years of relevant experience is preferred. Relevant experience could include:
 - Experience working with people facing mental health struggles and/or challenges with addictions
 - Experience working with young adults
 - Knowledge of community resources available to individuals who are low income and/or experiencing homelessness
- Must be able to work independently

Compensation

The median compensation for this position is a \$35,272 annual salary. Benefits include health insurance, dental insurance, vision insurance, vacation, holidays, sick leave, short & long term disability, life insurance, 401k retirement account and an Employee Assistance Plan.

DEADLINE TO APPLY: June 2, 2020 BY 8:00 AM

Send resume and cover letter by email to tmelzl@pillarsinc.org or mail to:

Tracy Melzl, Human Resources Assistant, Pillars, Inc., 605 E Hancock Street, Appleton, WI 54911

Pillars is an Equal Employment Opportunity employer

Pillars Ascend Case Manager Job Announcement 05/2020