



Position Title:	Case Manager
FLSA Status	Non-Exempt, Hourly
Job Status	Regular, Full-Time
Program Site	Sinto Commons
Reports To	Program Director - PSH
Salary Scale	P31 – starting at \$21.00, depending on experience
Job Summary	In keeping with Transitions’ mission and core values, this position assists and supports residents to be successful in their housing.
Essential Position-Specific Duties	<p>Tenant Support & Case Management</p> <ul style="list-style-type: none"> ● Provide case management services, including referrals to medical, psychological, and social services, in accordance with their goals. ● Provide voluntary services from a harm reduction, trauma-informed care perspective. ● Enroll eligible clients in FCS when appropriate. ● Support tenants in resolving conflicts with neighbors and addressing issues related to maintenance, safety, housing quality, rent payment, and other housing retention concerns. ● Assist and teach tenants basic living skills (budgeting, cooking, hygiene, selfcare, housekeeping, transportation, etc.). ● Provide residents with transportation support in strict accordance with transportation policy guidelines. <p>Community Engagement & Program Development</p> <ul style="list-style-type: none"> ● Develop group programs and arrange on-site activities for youth and adults (life skills, music, art, exercise classes), including food bank. ● Oversee community garden participation, manage garden bed assignments. ● Maintain community building. ● Attend Audubon/Downriver neighborhood council meetings. <p>Collaboration & Coordination</p> <ul style="list-style-type: none"> ● Collaborate with the current property management staff and part-time case manager. ● Collaborate with community partners, as appropriate. ● Work with Volunteer Coordinator and serve as point of contact for volunteers. <p>Compliance & Reporting</p> <ul style="list-style-type: none"> ● Maintain participant files according to funding source/Transitions requirements. ● Complete monthly and annual reports in a timely manner, including database entry. ● Maintain compliance with all grant requirements. <p>Safety & Confidentiality</p> <ul style="list-style-type: none"> ● In partnership with the property manager, support tenants in meeting basic obligations of tenancy, including compliance with safety and health codes. ● Crisis response and safety planning. ● Maintain confidentiality in accordance with Transitions’ policy. <p>Other Responsibilities</p>

	<ul style="list-style-type: none">• Within the context of the stated principal job duties, and consistent with Transitions fundraising and marketing efforts, serve as ambassador and positive representative of Transitions mission, values and programmatic efforts.
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Revision Date: 09.22.2025

Approved by: Sarah M. Lickfold

	<ul style="list-style-type: none">• Perform other duties as directed or as the situation dictates.
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Key Responsibilities	<p>Arrive on time and ready to work.</p> <p>Interact with co-workers, other professionals, and all interested parties in a professional manner.</p> <p>Able to establish and maintain professional and emotional boundaries.</p> <p>Structure own time and track multiple areas of responsibility simultaneously.</p> <p>Maintain accurate records, both written and digital.</p> <p>Communicate clearly and regularly with co-workers and participants,</p> <p>Comply with Transitions Diversity, Equity, and Inclusion Statement.</p> <p>Celebrate the uniqueness of each program participant, staff member, and volunteer and work to actualize diversity, equity, and inclusion in Transitions programs.</p>
Job Competencies	<p>Integrity and Trust: Is someone that is truthful and honest. Is willing to admit mistakes and does not misrepresent self for personal gain.</p> <p>Decision Making: Makes well-informed, effective, and timely decisions, even when data are limited, or solutions produce unpleasant consequences; perceives the impact and implications of decisions.</p> <p>Strategic Thinking: Formulates objectives and priorities and implements plans consistent with the long-term interest of the organization.</p> <p>Planning: Determines the length and difficulty of tasks and projects. Breaks down work into process steps. Develops schedules and anticipates problems or roadblocks.</p> <p>Organization: Can arrange resources and information in a useful manner to get things done and accomplish goals.</p> <p>Partnering: Collaborates across programs to build relationships and achieve common goals. Utilizes mediation and conflict resolution skills to build consensus.</p>
Minimum Education, Experience and Training	<p>Preferred:</p> <ul style="list-style-type: none"> ● Two years case management experience and/or B.A. or higher in related field. ● Experience working independently within a collaborative setting. ● Experience working with low-income and vulnerable populations. ● Possess a valid Driver License, vehicle insurance and good driving record. <p>Required:</p> <ul style="list-style-type: none"> ● Able to respond from a trauma-informed and harm reduction approach. ● Ability to pass a criminal history background check.
<p>While this job description is an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from jobs and to assign other duties as necessary. This job description does not represent a contract for employment.</p>	
Employee Signature:	
Date:	

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