



Case Manager

Thrive DC (Thrive) was founded in 1979 as a grassroots response to the first major wave of homelessness on downtown Washington DC streets. Over the years, Thrive expanded its reach to meet the needs of its community, providing wraparound services, including meals and a weekly food pantry, basic emergency services, employment training, reentry transitional housing, and other support services for vulnerable individuals (especially those experiencing homelessness, poverty, or recent release from incarceration) in a safe, stable environment.

Our mission is to provide comprehensive services that empower individuals to overcome homelessness and achieve lasting self-sufficiency. We intentionally focus our efforts on Mt. Pleasant, Columbia Heights, and Adams Morgan neighborhoods of Washington, DC. Our theory of action is that by acting locally, we can explore innovative solutions to the issue of homelessness nationally. A firm and unwavering belief that we can make progress on the issue of homelessness is essential.

[Learn more about Thrive DC here.](#)

- Job Title: Case Manager
- Hours: Monday - Friday, 7:30 AM - 3:00 PM
- Salary: \$62-70k
- Status: Full Time
- Location: 100% on site
- Direct supervisor: Director of Programs

The ideal candidate thrives in an empathetic, person-centered, trauma-informed environment with a deep sense of mission and shared values. They will be passionate about the mission of empowering individuals experiencing homelessness to reach their full potential by providing quality mental health care and fostering recovery. As case manager, you will be responsible for overseeing and coordinating the trauma-informed and culturally conscious care of individuals experiencing housing and food insecurity that require assistance in navigating available social services in Washington DC. Your primary goal will be to ensure that Thrive DC clients receive comprehensive support and access to resources to improve their quality of life, empower them to achieve sustainable independence, and to align with our overall program mission.

This is a unique opportunity to work with a talented, dedicated staff, ensure continued impact in Ward One and Washington, DC, and be part of the next phase of Thrive's program strategy and innovation. Prior experience with homelessness and housing is a plus, though not required.



Case Manager

Case manager responsibilities include:

- Align client interactions and programming with Thrive DC theory of action
- Building, running, managing, and innovating the women's program that aims to provide a safe, inclusive space for women at Thrive DC to process and heal from traumatic experiences, participate in fun and fulfilling activities, create community, and learn about topics such as mental health and self-advocacy
- Conduct new client holistic intake assessments
- Follow up on client intake to determine immediate needs and next steps
- Maintain client database and relevant systems such as HMIS
- Create and utilize established systems to evaluate client and program effectiveness
- Keep organized, updated, and standardized client notes/updates
- Create and maintain professional relationships with Thrive DC clients
- Support weekly food pantry operations and connecting clients with Thrive DC services
- Collaborate with internal and external service providers and community partners to connect clients with available resources
- Scheduling appointments with clients to listen to concerns and providing counseling, referrals, and/or intervention as needed
- Serve as an advocate for clients, ensuring that their voices are heard and their rights are protected in all interactions with services providers and with community partners
- Participate in an interdisciplinary team to ensure coordinated care and effective communication among all stakeholders involved in clients' care

Case manager qualifications include:

Required:

- Eligible to work legally in the United States
- Bachelor's or master's degree(s) in social work, psychology, counseling, or related social services field
- At least 3 years of related experience in a community-based, nonprofit setting
- Strong interpersonal skills and the ability to build rapport with clients, colleagues, and external partners from diverse backgrounds
- Ability and willingness to create and maintain relationships with existing and potential community partners for collaboration and referral purposes
- Ability to work independently as part of a team in a fast-paced environment
- Ability to meet several competing tasks and deadlines



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- Strong in skills such as: initiative, leadership, problem solving, creativity, and professionalism
- proficiency in Microsoft Office Suite, Google services
- Ability to maintain professional composure and behavior in the face of adversity
- Commitment to ongoing professional development and learning
- Commitment to cultural diversity and humility
- Commitment to maintaining confidentiality and adhering to ethical standards in all interactions with both clients and colleagues

Preferred:

- Spanish speaking/writing is strongly preferred
- Knowledge of and experience with homeless services in DC
- Previous experience working with persons with serious and persistent mental illness
- Crisis management, substance abuse, HIV/AIDS, and/or outreach experience helpful
- Existing knowledge of community and government systems/resources and social service programs
- Proficiency and knowledge of HMIS database