



## NAVIGATION CASE MANAGER

### POSITION SUMMARY

Bridge House is seeking a Navigation Manager to manage and oversee our Navigation program in the Tri Cities. This program is an intentional, sheltering model designed to address the needs of adults experiencing homelessness by provided shelter combined with individualized assessment, navigation case management, housing plans, and access to services including mental health, medical care, and employment assistance

### ABOUT US

Bridge House, a Boulder-based non-profit organization, provides an array of resources to help adults experiencing homelessness access basic needs and opportunities to stabilize in housing and employment. Services include meals, overnight shelter, case management, employment opportunities, as well as access to mental health care, substance abuse treatment, and housing.

### BRIDGE HOUSE MISSION STATEMENT

Bridge House believes in, respects and empowers people who are experiencing homelessness. We connect them to employment and housing opportunities so they can realize and embrace their future.

**LEARN MORE:** [boulderbridgehouse.org/ready-to-work](http://boulderbridgehouse.org/ready-to-work) and follow our impact @bobridgehouse on Facebook and IG.

### RESPONSIBILITIES AND DUTIES

- Complete intakes
- Conduct outreach services with community partners, stakeholders and Bridge House events
- Attend local community partner meetings
- Conduct welcome meetings to educate the clients on Bridge House and other local services.
- Conduct one-on-one case management meetings
- Screen clients for diversion or vulnerability assessments
- Build and maintain positive working relationships with clients, co-workers, other agencies and the public using principles of good customer service.
- Work with operations staff to help track clients progress through their case management plans
- Evaluate client risk and assess need for immediate intervention
- Respond to emails received from the general contact address
- Return general case management phone calls
- Attend case management meetings, all staff meetings, monthly training and any other Bridge House meetings as needed.
- Communicate with BH case management team on client information as needed
- Attend the complex client meeting
- Build and maintain positive working relationships with, clients, co-workers, other agencies and the public using principles of good customer service

### QUALIFICATIONS AND SKILLS

Education: Bachelor's Degree, CAS or equivalent experience

Experience: 6 months human services experience

Knowledge, Skills, and Abilities:

- Commitment to helping homeless individuals become more stable
- Experience working individuals experiencing mental illness, substance abuse and homelessness
- Flexibility
- Ability to manage conflict

- Ability to multitask
- Computer skills, comfortable with word and excel and cloud-based client management system
- Knowledge of homeless resources in Tri-cities area
- Knowledge of and ability to identify types of mental illness, substance abuse and other challenges faced by homeless population
- Excellent communication skills
- Creative problem solving skills

## **COMPENSATION AND BENEFITS**

- This is a full-time, in-person, benefit-eligible position based in Englewood, CO and will directly report to the Navigation Manager.
- Salary dependent on experience beginning at \$22/hour
- Health insurance with dental and vision options
- 403b investment opportunity
- Sick, holiday, and floating holiday pay

## **TO APPLY**

Please email a cover letter and resume to: [jobs@bhrtw.org](mailto:jobs@bhrtw.org)

Immediate start date. Applications will be accepted until the position is filled.

## **NON DISCRIMINATION POLICY**

Bridge House is an Equal Opportunity Employer and is dedicated to the spirit of the intent of equal employment opportunity. We prohibit unlawful discrimination on the basis of age, race, color, gender, sexual orientation, national origin, religion, disability, genetic information, or any other applicable status protected by state or local law. This policy applies to all areas of employment and includes unlawful harassment based on any of these protected classes. Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. This policy applies to all employees, including managers, supervisors, co-workers, and non-employees such as clients, vendors, consultants, etc.