

Come work with us

Homeless Services Documentation Specialist

City Care exists to do the work few others are willing to do. Poverty, homelessness, mental illness and substance use are community issues and deserve a community response of support for those working to create a better life for themselves and their loved ones. We believe in the intrinsic value of every person and it is with love and compassion we advocate for the overlooked in our community. In doing so, we hold space for complete restoration and we witness first-hand, remarkable stories of transformation. Still reading? Great! Now more about the position.

The Homeless Services Documentation Specialist carries a primary responsibility of helping housing applicants move into a position of housing readiness by facilitating connections to community resources related to document recovery and coordinating with Housing Navigators for collaborative case management with an end goal of housing placement.

Responsibilities include but are not limited to:

- Carry out the mission, vision and values of City Care.
- Know the resources available in the community and develop a network of contacts.
- Develop individualized plans with guests by working to identify their self-directed housing goals.
- Improve housing outcomes by collaborating to develop, monitor, and evaluate housing plans.
- Help guests achieve a position of housing readiness by initiating appointments for document recovery and income verification.
- Adhere to HMIS documentation for housing applicants.
- Uphold professional confidentiality among guests, interns, externs, volunteers and staff.
- Coordinate with Housing Navigators for effective program transition for housing applicants..
- Manage a caseload of housing applicants; connecting them to community resources, and monitoring progress.

Eligibility, knowledge, skills, abilities:

- Embody City Care culture.
- Demonstrate understanding of the complexity of the intersection of poverty, homelessness, mental illness, substance use and recovery.
- Skilled verbal and written communicator.
- Ability to multi-task and handle stressful and complex situations.
- Ability to work as a member of a team to accomplish shared goals.
- Minimum of three years in independent living and the ability to reflect recovery principles with a minimum of three years of sobriety for applicants with lived experience.

Requirements:

- Bachelor's Degree in Psychology, Social Sciences, or Human Services, or equivalent lived experience.
- Previous experience in Case Management, recovery/rehabilitation experience.
- Proficient computer/data entry skills. HMIS experience preferred.
- Pre-employment background check, driving record, and drug test. Must have a current Oklahoma driver's license and reliable transportation.

Preferred:

- Professional experience navigating Mental and Physical Health Systems, including the benefits and resources of both systems.
- Previous emergency shelter experience.
- Behavioral Health Case Manager I or II, Peer Recovery Support Specialist or previous work and lived experience in a recovery environment, with a minimum of 3-years of independent living.

Days/Hours: Full-time, M-F, Flexible schedule: 12:00pm - 8:00pm or 2:00pm - 10:00pm

Starting Rate: \$18/hour.

To Apply: Email resume and cover letter to crystal@citycareokc.org. No phone calls, please. Position will remain open until filled.

How Do We Provide Care for our Staff?

Eligible employees have access to a robust Benefits Package, complete with Teladoc (at no cost), Employee Assistance Program, 401k matching, a generous PTO allowance, and up to 12-weeks Paid Family Leave (subject to eligibility requirements).

Additionally, all employees are eligible for a Fitness Stipend.