



JOB DESCRIPTION
BALDWIN FAMILY VILLAGE CASE MANAGER

Reports To:	Latest Update
Director, Baldwin Family Village	February, 2026

GENERAL SUMMARY

The Case Manager reports to the Director of Baldwin Family Village (BFV). Primary functions are as follows:

- Provide daily case management to residents.
- Develop personalized case plans for each resident and update regularly as goals/needs are met or changed.
- Complete self-sufficiency matrix for each resident.
- Assess goals and evaluate progress for each resident.
- Create and maintain client files in a confidential matter.
- Enter resident confidential data in HMIS with clear and concise notes.
- Operate company vehicles to manage donations, transport clients, and any other tasks as directed.
- Prepare monthly reports for Director.
- Maintain current phone list/apartment directory.
- Complete phone screenings, assist with intake assessment interviews, drug screens, and background checks for potential residents; new resident intake paperwork.
- Gather documentation from each resident including check stubs, bank statements, bill statements, work schedule etc.
- Assess, collect, document, and report monthly program savings fee.
- Enforce policies with residents and make notes regarding any eventful happenings.
- Additional tasks as requested by Director, Associate Exec Director or Exec Director.

QUALIFICATIONS:

- Ability to listen to, understand, and speak so others can understand ideas and information presented verbally.
- Must be able to work as a team member and get along well with fellow employees.
- Proven ability to work under the supervision of management.
- Demonstrated ability to adapt and function in a diverse environment.
- Must be understanding, patient and empathetic to needs of homeless clients.
- Ability to work in stressful environment and with people of various backgrounds.
- Must be professionally assertive at times and enforce program guidelines and infractions.
- Ability to work flexible hours when warranted.
- Must be able to respond appropriately in a crisis situation.
- Must possess thorough knowledge of all policies and regulations relevant to working with homeless clients.
- Must possess thorough knowledge of all agency and Village policies and procedures.

EXPERIENCE

- Proven ability to work under the supervision of management.
- A minimum of 2 years of case management experience.
- Proven ability to work with high level of detail.
- Demonstrated ability to adapt and function in a diverse environment.

Interested candidates may send a cover letter and resume to: hwilliams@dumaswesley.org