



## **Case Manager - Raymond Shepherd House (RSH) Job Posting**

### **Overview:**

MiGen Michigan LGBTQ+ Elders Network is Michigan's only nonprofit dedicated to services and advocacy for LGBTQ+ maturing and older adults, their loved ones and caregivers. Through direct services, training and education, social programming and community navigation, MiGen is changing what is possible each and every day for our communities. A flexible, progressive organization with a social justice mindset, MiGen provides our services remotely and in person through an integrated/embedded model with partners in the LGBTQ+ and senior serving ecosystem. In addition to being deeply dedicated to the communities we serve, we are also deeply committed to our staff and believe in flexible work models, investing in developing talent, competitive benefits and investing in our employees through professional development, mentorship and a variety of leadership and growth opportunities. "Because that's the way we've always done it" is not a phrase you will hear as a part of this team. We believe in innovation, strategic risk taking, breaking things down and building them back better and trying new things that take us outside of our comfort zones.

### **Position Description:**

The RSH Case Manager is a full-time position within MiGen's Program Department, primarily based on-site at Raymond E. Shepherd House (RSH), an affordable housing community serving LGBTQ+ older adults. The Case Manager provides tenant-centered, on-site case management and service coordination in close collaboration with Full Circle Communities, Inc. (FCC), the property's owner and manager. The role centers on supporting housing stability, health and wellness, community connection, and systems-level efforts to improve outcomes for LGBTQ+ people experiencing or at risk of homelessness. Responsibilities also include participation in blended property management, systems change work, and lease-up and referral coordination with local housing partners.

While embedded at RSH and working closely with the FCC team on a daily basis, the RSH Case Manager is also an active team member of MiGen, and specifically the Program Department. This includes participating in department and all-staff meetings, contributing to shared initiatives, and collaborating with colleagues on service alignment, projects, and inter-agency referrals.

### **Duties and Responsibilities:**

Success in this role requires strong interpersonal skills paired with consistent, high-quality documentation. A successful Case Manager builds trusting relationships while maintaining clear boundaries and accurate, timely case notes; navigates complex systems and breaks processes into manageable steps; and communicates clearly with residents and partners. They work well independently and as part of a team, approach their work with cultural humility and a commitment to equity, and demonstrate strong time management, follow-through, and attention to detail in a dynamic environment.

#### Resident Services and Case Management

- Provide on-site case management and support services to residents.
- Meet with residents regularly to assess needs and develop individualized service plans.
- Coordinate services and referrals to help residents maintain housing stability.

#### Outreach and Referral Partnerships

- Work with FCC to identify and build relationships with external referral partners.
- Assist potential residents referred by outside organizations in accessing available units.
- Develop and implement outreach strategies to increase participation from LGBTQ+ older adults who are experiencing homelessness, at risk of homelessness, or facing housing instability.

#### Lease-Up and Resident Access

- Support the lease-up process for vacant units by providing applicants with clear information about eligibility requirements and the application process.
- Help coordinate referrals and ensure eligible applicants can access available units.

#### Community Programming and Engagement

- Plan and coordinate community-building activities for residents, such as speaker series and social events.
- Lead outreach presentations and community engagement efforts focused on LGBTQ+ older adults

#### Organizational Collaboration and Training

- Coordinate with MiGen and FCC to provide social programming, staff training, and services beyond those provided through case management.
- Partner with MiGen staff to deliver cultural responsiveness training and support LGBTQ+ older adult competency for FCC staff
- Participate in regular blended management meetings and trainings with both MiGen and FCC teams.

#### Program Development and Evaluation

- Collaboratively develop and refine program policies and procedures.

- Provide feedback and participate in ongoing program evaluation and improvement.

**Qualifications:**

- Master's degree in social work (LMSW or LLMSW) or related fields
- Minimum 2 years experience in case management working with individuals experiencing housing instability or homelessness.
- Experience connecting clients to affordable housing, community mental health, and substance use services
- Experience with resident services provision in affordable housing and permanent supportive housing
- Lived experience with homelessness, housing instability, and/or participation in housing subsidy programs
- Experience working with clients identifying as LGBTQ+ preferred

**Compensation:** This is a Band II, exempt position with a salary range of \$55-\$60K annually. Candidates should anticipate offers within this range; additionally, full time employees receive up to an additional 20% of their salary to apply toward benefits premiums.

**Benefits:** MiGen offers a benefits package that includes medical, dental, and vision as well as life insurance, short-and-long-term disability insurance, Dependent Care and Health Flexible Spending Accounts (FSA) and a 401(K) plan.

**Paid Time Off:** Our Flexible Time Off (FTO) program models our core values and allows employees to take as much time off as they need. This policy is based on mutual trust and respect between the agency and our team members.

**Supervision:** The RSH Case Manager is a full-time position and reports directly to the Director of Programs.

**To Apply:**

Please email the following to Jon Fitzgerald, Chief of Staff, at [jfitzgerald@migenconnect.org](mailto:jfitzgerald@migenconnect.org).

**Letter of Interest**

**Resume**

**Three References**

*It is the policy of MiGen Michigan LGBTQ+ Elders Network to provide equal opportunity to all employees, contractors, and applicants without regard to race, color, ethnicity, religion, sex, age, descent or national origin, height, weight, marital status, familial status, sexual orientation, gender, gender identity or expression, HIV/AIDS status, political affiliation, veteran status, disability status, or other legally protected status in accordance with state or federal law. This policy applies to recruitment, hiring, training, promotion, transfer, compensation, benefits, and all other aspects of employment and contract for services. All employees, contractors, and volunteers must adhere to MiGen's nondiscrimination policies.*

