

Ase's Place Intake Home - Case Manager & Program Support Specialist

Position Title: Case Manager & Program Support Specialist

Location: Ase's Place Intake Home - 91 Place

Reports to: Home Manager

Employment Type: Full-Time (40 hours/week: 20 hours case management, 20 hours program support)

Schedule: Primarily weekday business hours with some flexibility required

About Ase's Place

Ase's Place is a 90-day intake home serving as the critical entry point for young adults (ages 18-24) experiencing homelessness into our transitional living program. Our mission is to provide immediate stability while creating a supportive environment where residents can engage in essential services, stabilize their situation, and prepare for potential transition to our longer-term housing program.

Position Overview

The Case Manager & Program Support Specialist plays a dual role at Ase's Place, providing direct case management services (approximately 20 hours/week) while also supporting the overall programming and operations of the home (approximately 20 hours/week). This position is essential for ensuring residents receive individualized support toward their goals while contributing to the structured, supportive environment of the intake home.

Key Responsibilities

Case Management (20 hours/week)

- Conduct comprehensive intake assessments for new residents to identify needs, strengths, and goals

- Develop individualized service plans with each resident, focusing on housing stability, income, education, and personal wellness
- Facilitate weekly one-on-one case management sessions with assigned residents
- Connect residents with appropriate resources including healthcare, mental health services, education, employment, and legal assistance
- Coordinate with external service providers to ensure comprehensive support
- Track resident progress using established metrics and documentation systems
- Prepare residents for transition to the TLP program or alternative housing options
- Assist with Medicaid enrollment and other benefit applications
- Support residents' transition plans at program completion

Program Support (20 hours/week)

- Assist with facilitation of structured programming such as life skills groups, peer recovery activities, and community meetings
- Support the mandatory Wednesday house dinner and community meetings
- Participate in daily operations including meal coordination, transportation assistance, and general resident support
- Enforce house policies including curfew, visitor guidelines, and substance-free environment
- Conduct room checks and assist with monitoring resident compliance with program expectations
- Complete required documentation including daily logs, incident reports, and program participation records
- Assist with conflict resolution and crisis management as needed
- Collaborate with all staff to maintain a consistent, trauma-informed approach
- Attend and participate in staff meetings and training sessions

Qualifications & Requirements

Required Qualifications

- Bachelor's degree in social work, psychology, human services, or related field
- Minimum of 2 years experience working with young adults experiencing homelessness or other vulnerable populations
- Knowledge of case management principles and best practices

- Experience connecting clients with community resources and services
- Strong documentation and record-keeping skills
- Excellent interpersonal communication abilities
- Cultural competence and ability to work with diverse populations
- Understanding of trauma-informed care and positive youth development principles
- Ability to maintain appropriate boundaries while building supportive relationships

Preferred Qualifications

- Previous experience in residential programs or transitional housing
- Knowledge of Medicaid billing and compliance requirements
- Experience with crisis intervention and de-escalation techniques
- Understanding of mental health and substance use disorders
- Familiarity with motivational interviewing and strengths-based approaches
- Experience with program development and implementation
- Knowledge of local community resources in Indianapolis

Working Conditions

- Primary work hours during weekdays with occasional evening hours to accommodate resident needs and programming
- May require occasional weekend coverage for programming or staff shortages
- Must pass a thorough background check
- Ability to work in a residential environment with young adults from diverse backgrounds
- May involve managing emotionally charged situations and crisis intervention

Compensation & Benefits

- Competitive salary commensurate with education and experience
- Professional development opportunities
- Meaningful work contributing to disrupting generational poverty and chronic homelessness

How to Apply



Please submit your resume, cover letter describing your relevant experience in both case management and program support, and three professional references.

91 Place is committed to creating a diverse and inclusive workplace. We encourage candidates from all backgrounds who are passionate about supporting young adults on their journey toward stability and independence to apply.