

Job Description

Position Title: Housing Case Manager
Department: Housing Ministry
Reports To: Director of Housing Ministry

Position Summary: The Housing Case Manager will engage and build rapport with adult individuals 18 years of age and older who are identified as homeless or at imminent risk of homelessness as defined by the guidelines and regulations enforced by U.S. Department of Housing and Urban Development (HUD) and the facilitation of Rapid Rehousing and Eviction Prevention. This position will assist the most vulnerable clients in breaking the cycle of homelessness by connecting individuals to permanent housing and local resources, including mental health and substance abuse partners, accessing mainstream benefits, and partnering service providers. Case managers will provide guidance and navigation through leasing, housing case plans, processing financial assistance, client-focused goals, employment assistance, and other supportive services necessary to sustain permanent housing and community integration.

Housing Navigation and Case Management

- Navigates the leasing process with clients, including identifying appropriate housing options, performing inspections, determining financial assistance and cost projections, and coordinating move-ins
- Maintains a multi-faceted case load of individuals, working with clients to identify barriers to self-sufficiency, developing housing plans and progress timelines related to financial stability, employment, transit, community support, and benefits
- While monitoring programmatic spending and eligible costs, submits financial assistance requests and services to the accounting department in a timely manner and enters those services in all databases
- Maintains organized and detailed client files that also match electronically with data entered into the Homeless Management Information Systems Database (HMIS)
- Coordinates home visits, phone support, and other resources based on client need as they work to gain stability and independence, and long-term community connections
- Remains knowledgeable about performance metrics, how to monitor progress, and facilitate housing and case management support in accordance with the grant requirements
- Provides crisis intervention when needed as well as connection to mental health services
- Responds to inquiries, phone calls, and email in a timely manner and maintains records of all interactions through case and progress notes
- Coordinates both external and internal referrals to partners such as Driving the Dream and the Consumer Services Liaison so clients have access to more support
- Participates in case conferencing, budget monitoring, financial assistance protocol, and other trainings required to facilitate the housing program
- Assist with audit and monitoring, ensuring files and HMIS meet all programmatic metrics
- Perform other duties as assigned

Qualifications: The ideal candidate will possess the following minimum qualifications:

- Bachelor's or Master's degree in Social Work, Human Services or related field.
- 3-5 years of experience with government funded housing programs (i.e. ESG, PSH, RRH, SSVF, etc)
- Licensed and experienced in HMIS
- Training in Housing First, Harm Reduction, Trauma-Informed Care and Motivational Interviewing
- Experience with psychiatric/mental health services and other community programs
- Demonstrates cultural sensitivity and perspective, as well as respect for the client's individualized care

- Ability to establish and maintain professional boundaries in working with clients
- Knowledge of local resources and services specific to homelessness, mental health and substance abuse
- Ability to work independently
- Ability to manage multiple projects with demanding and competing deadlines
- Ability to lift 25lbs
- Requires valid driver's license with acceptable driving record
- Driving Status Primary (25% or more)
- Unrestricted Driver License
- Must be able to pass a background check

Position Level: Full Time (37.5 hours per week), paid vacation, holidays, and personal time

***** This is a grant funded position. Grant funding positions and salaries are dependent on funding availability. Position can be eliminated at any time because of lack of funding to support this position. *****

Updated: 07/01/2020

To apply: Email resume and cover letter to jobs.acc@acc.cdom.org