

POSITION DESCRIPTION

Position: Case Manager/Housing Specialist
Program: Senior Safe House
Reports to: Program Director

FLSA Status: Non-Exempt
Date Created: 03/2024

POSITION SUMMARY:

Under the general work direction of the Program Director, the Case Manager/Housing Specialist will develop case management plans to assist participants in developing a greater degree of self-reliance and independence. This position requires an in-depth understanding of the homeless population and the barriers to housing. The Case Manager/Housing Specialist should be well versed in, and able to practice Trauma Informed Care, Motivational Interviewing, and other case management methods. This position will connect with clients and facilitate them successfully connecting with other services. The Case Manager/Housing Specialist must understand the services available and the client needs. This position will assist homeless seniors in meeting the housing eligibility requirements and establish information about housing opportunities and solutions. It will also provide information regarding appropriate and available housing options for clients to review. This position will assist clients with rental applications, other documentation and may provide transportation to housing opportunities as needed. The Case Manager/Housing Specialist will attend meetings with potential landlords to promote successful interviews, obtain housing approval, cultivate relationships with landlords, and assist clients in housing retention planning.

Responsibilities will include but not be limited to: maintaining a strong and collaborative relationship with landlords and program partners, assisting clients with purchasing basic necessities, counseling clients on how to remain stable in housing long term (through budgeting, paying bills, housekeeping, community building, transportation awareness, increasing income, healthy socialization, and maintaining a connection to services such as mental health, medical, AOD, etc.).

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work to accomplish the established objectives of the department.
1. Communicate professionally with participants, external service providers, and co-workers.
 2. Respond to client questions and concerns.
 3. Provide clients with a supportive environment.
 4. Comprehend and adhere to ethical guidelines and confidentiality laws.
 5. Communicate and comprehend oral and written instructions.
 6. Duties may include cooking and cleaning.
 7. Perform additional duties as assigned by the Program Director.
- B. Responsible for case management.
1. Complete appropriate needs assessments for all clients.
 2. Determine client eligibility for additional services.
 3. Participate in outreach to locate new clients.
 4. Explain and link clients to agency and community services.
 5. Assist clients in accessing community services when appropriate.
 6. Provide crisis intervention.
 7. Inform clients of housing options.
 8. Maintain a caseload of clients.
 9. Ensure all intake paperwork is complete and accurate.
 10. Request appropriate releases of information as required.
 11. Enter client data into HMIS and Credible EHR accurately and within 24 hours.

12. Complete monthly data reporting for funder.
13. Attend weekly case conferencing meetings.
14. Assist in transitioning clients into permanent housing.
15. Complete the individualized service plan with client-driven goals
16. Review individualized service plan with client and update as progress is made.
17. Advocate on behalf of the client.
18. Attend other agency events and meetings to collaborate on our services.
19. Respond to agency inquiries and return calls to other agencies.
20. Maintain client confidentiality.
21. Participate in Volunteers of America and outside training sessions.

C. Responsible for performing housing search, mediation, and client placement to achieve established objectives of the department.

1. Assist prospective applicants with housing placement, stabilization, and retention.
2. Assess applicants and assist them in meeting eligibility requirements, assist applicants in completing program applications or other documentation.
3. Coordinate move-in procedures in a timely fashion.
4. Complete Habitability Standards Certifications on all participants.
5. Develop and maintain a current list of low-income housing resources for client referrals and cultivate relationships with property managers.
6. Investigate housing properties and interview property managers to determine housing feasibility.
7. Maintain records and any statistical data for all services rendered.
8. Provide other documentation as required by the funding source and/or VOA.
9. Attend internal meetings to share and discuss housing opportunities.
10. Provide feedback to the Program Director to improve the quality of service delivery.

EQUIVALENT EDUCATION AND EXPERIENCE:

A Bachelor’s or Associate’s degree in social work, human services, or a related field is preferred. Must have basic knowledge and understanding of property management, fair housing, and renter responsibilities. The ability to communicate utilizing Motivational Interviewing and Trauma Informed Care techniques is required. This position requires the demonstrated ability to communicate and comprehend oral and written instructions and requires general knowledge of issues and challenges unique to seniors, low-income, homeless, minorities, and persons with disabilities; must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. This position requires CPR and First Aid training within (90) days of employment date and recertification as necessary. A valid California driver’s license and the ability to meet the organization’s insurance carrier guidelines are required. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

Teamwork skills

Above-average computer skills. Proficiency in MS Office, including Word and Excel

Excellent verbal and written communications skills

Ability to present information concisely and effectively, both verbally and in writing

Ability to organize and prioritize work

Ability to work independently with little supervision

Ability to assist and motivate people

Analytical and decision-making ability

Exhibit cultural competency

PHYSICAL REQUIREMENTS:

Lift and move up to 40 pounds.
Stand, walk, and sit frequently.
Climb stairs as needed.
Bend, stoop, and kneel occasionally.

NATURE OF SUPERVISION RECEIVED:

Daily activities are often performed independently with accessible guidance and direction from the Program Director. Must be able to function independently and in a team environment to achieve operational goals and contract compliance.

SUPERVISION EXERCISED:

This position does not supervise. However, training and lead responsibilities may be delegated as the program needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

The Case Manager/Housing Specialist is responsible for promoting the company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. This position requires daily contact with county/state/city and business entities, clients, and all levels of staff. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Case Manager/Housing Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties outlined above.

Employee Signature: _____ Date Signed: _____