



**Title:** Housing Case Manager

**Department:** Affordable Housing and Stability Program

Share provides a wide spectrum of services ranging from street outreach, hunger response, and emergency shelter to housing and asset building. We offer individuals services, resources, and the tools they need to end their homelessness, secure housing, and maintain that housing. Each year, we assist more than 8,000 people experiencing poverty, hunger and/or homelessness.

We seek bright, driven people who are passionate about social justice and who want challenging career opportunities that deliver personal and professional fulfillment. Our dedicated and energetic employees provide essential services to a vulnerable population. We take pride in making a difference in the lives of so many every day.

Share recognizes that our employees are the foundation for our organization as well as our heart and soul. Share has a generous and robust benefit package including 4 weeks of PTO, paid sick leave, a wellness program, a matched Simple IRA and health, dental and life insurance. We encourage a culture of supportive compassion for our participants, co-workers, and volunteers.

**Share's Mission:**

Share believes every person counts. Together we pursue a stronger community by building relationships, advocating for equitable access to housing and food stability while empowering every individual to grow and thrive.

**DE&I Statement:**

Share wants to be part of a community that brings about change. We are committed to actively working to dismantle racist systems, focusing on sustainable solutions to structural racism, police violence, and inequitable economic, health care, and education systems. It requires all institutions, including ours, to ask what more we can and should do to live our commitments to diversity, equity, and inclusion – and we must be brave enough to make changes.

**Job Summary:**

Share's Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) programs use the Housing First model to move the most vulnerable houseless individuals and families into housing, provide short and long-term rental assistance and case management support to help people stabilize in housing and not return to homelessness.

The RRH Housing Case Manager maintains a caseload of +/- 35 households and the PSH Housing Case Manager maintains a caseload of +/- 25 households. The Housing Case Manager works

with clients to obtain housing and ensure long-term housing sustainability. Case management is specifically focused on housing navigation, housing maintenance, stability and retention: paying rent, interacting positively with landlords and neighbors, assisting clients in finding supports that help them manage behaviors that may accompany mental illness or substance use, developing crisis plans, connecting with appropriate community resources, and supporting clients' individual housing goals.

**Essential job functions and responsibilities:**

- Work with each client to develop and progress on goal plans according to individual goals and objectives
- Work with client to identify housing opportunities in the community
- Maintain contact with all housing clients on a scheduled basis, appropriate to their particular status and needs
- Ensure that client interactions are person-centered, goal-focused and reflect each client's goal plan
- Provide transportation to clients when required
- Make referrals to supportive services in our community as appropriate and support client in navigating this process
- Effectively use the HMIS database and other tools to ensure compliance with data standards and record-keeping as required by Federal, State, County and City funders
- Document all client interaction and maintain accurate paperwork/reports
- Perform re-certifications and housing inspections for each client and accurately update files regularly
- Attend regular case management meetings and other specified meetings/trainings as required.
- Establish and maintain effective working relationships with a wide and diverse range of co-workers, supervisors, community organizations, and other human service providers
- Operate proficiently a personal computer, scanner, printer, and copier
- Other duties as assigned

**Must Have's:**

- A lived and/or educational understanding of the strengths and needs of people experiencing homelessness, low-income, elderly and differently abled individuals.
- A dedication to supporting and empowering the client utilizing best practice interventions including a housing first philosophy, harm reduction, and trauma informed care.
- Ability to hold clients with severe clinical needs in unconditional positive regard and provide services without judgment

- Deep respect for clients' autonomy and inherent right to make their own choices about their own lives, while also helping them understand and navigate those choices
- Proactive and solutions-focused approach to case management
- Embrace collaborating with persons with diverse ethnic backgrounds, cultural backgrounds and sexual orientations with respect and dignity.

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.