



Job Description

The Housing First Case Manager will provide intensive strength based case management support to formally chronically homeless participants residing within the community. The role of the Housing First Case Manager is to build a trusting relationship with participants that enables them to support the participant in maintaining housing and reaching personalized goals. The Housing First Case Manager is dedicated to supporting and empowering the client utilizing best practice interventions including a housing first philosophy, harm reduction, and trauma informed care.

Knowledge, Skills and Abilities

- Knowledge of housing first philosophy, harm reduction, motivational interviewing, and trauma informed care
 - Knowledge of challenges faced by those having lived in homelessness
 - Skilled in conducting assessments and creating client centered goal plans
 - Skilled in crisis intervention
 - Ability to build positive and trusting relationships with diverse populations, particularly people experiencing serious and persistent mental illness and substance use challenges
 - Ability to coordinate and collaborate with wrap around services
 - Ability to establish and maintain professional working relationships with community members, business owners, funders, government officials, and law enforcement
- Major Duties and Responsibilities

Provide intensive strength-based case management to chronically homeless individuals within the community

Conduct needs assessments and connect participants to needed and desired resources

Empower participants to partake in goal setting and support them in the attainment of those goals

Collaborate with landlords to ensure that clients maintain their housing

Scaffold life skills to assist participants in their transition to housing

Maintain client files and enter documentation into HMIS

Assist participants in housing search and provide move in assistance

Respond to crisis situations, i.e. conflicts, medical emergencies, domestic violence. Evaluate incidents of potential or actual conflict; determine and initiate appropriate course of action. Perform first aid and/or CPR as needed.

Attend staff meetings, workshops, trainings, and in-service classes.

Maintain comprehensive case management files and statistics required by funding sources.

Implement all policies and procedures to operate this permanent supported housing case program.

Keep current with laws and regulations that impact the homeless and that are relate to transitional and subsidized housing programs.

Participate in 24/7 on-call rotation to aid chronically homeless people in maintaining their housing

Perform related duties as assigned.

Minimum Qualifications

- Two (2) years experience with homeless people, chemical dependency or mental health counseling.
Or
 - 4 (four) years of college level course work with an emphasis in social or behavioral sciences, BSW or MSW preferred
 - Possess or be able to obtain CPR and basic first aid certification
 - Display skill in utilizing Microsoft Office software
 - Have or be able to easily obtain the skills to work with the HMIS database
 - Exhibit the ability to work as a collaborative and productive part of a team
 - Must have valid driver's license, reliable vehicle, and provide insurance
- Work Environment and Physical Demands

The nature of the work involves working with formally homeless individuals that may be experiencing serious and persistent mental illness and active substance use. Occasional first aid may involve exposure to blood and other bodily fluids. Proper training will be given.

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.