JOB DESCRIPTION – Housing Case Manager

POSITION: Housing Case Manager (Non-Exempt)

DEPARTMENT: Administration

REPORTS TO: Executive Director

Job Type: Full-Time

Job Summary:

Housing Case Managers support individuals and families in meeting their goals by assisting them in obtaining and maintaining housing.

Housing Case Managers will be assigned to serve any/or all of the following populations based on program need**:** individuals, families, domestic violence survivors, victims of dating violence and stalking, individuals with serious mental illness, substance use disorders, chronic health conditions, physical and mental illness and impairment, criminal justice-involvement, DCFS involvement etc.
Housing Case Managers could be assigned to work program model types based on program need, including Permanent Housing, Permanent Supportive Housing, Transitional Housing, Rapid Re-Housing etc.

General

- Demonstrate Inspiration Corporation's Core Values.
- Exhibit professionalism and high standards in all aspects of performance.
- Ensure the efficient and effective provision of housing services with dignity and respect by the agency's mission.
- Work with all departments as appropriate to ensure that the needs of the agency's participants are addressed.
- Participate in department and agency meetings and professional development.
- Work both independently and on a team.
- Travel throughout the City of Kenosha County to provide case management services and support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Housing Services

- Ensure that all established program goals are met or exceeded. This includes, maintaining regular monthly contact with all assigned participants and their landlords, supporting program

participants as needed to ensure they do not return to homelessness, and meeting and exceeding programmatic goals defined internally and by funders.
- Assess new referrals' eligibility for services and enroll eligible participants into programs promptly.
- Find apartments for participants when needed, conduct inspections, establish and maintain relationships with landlords or property managers, and facilitate execution and renewal of leases. Advocate on behalf of participants to promote housing quality and stability.
- Assist participants with moving and obtaining furniture, home supplies, and other needs

Case Management

- Assess participants' potential barriers to maintaining stable housing. Provide them with coaching, support and referrals to improve housing retention, stability, quality of life and self-sufficiency (e.g. providing support with: budgeting life skills, tenancy skills, communication skills etc.)
- Facilitate an introduction between participants and Employment Navigator to explore employment and training interests and opportunities.
- Work with assigned participants to assist in the creation of goal-based action plans and revise them when necessary.
- Provide coaching, case management and other support to make progress on their goal-based action plans including working with partners and children. Maintain regular contact, including visits to participants' apartments.
- Provide resources, referrals and follow-up for household members to meet families' comprehensive needs and advocate on behalf of participants to ensure they receive needed services.
- Identify strategies to address any short-term or chronic issues, such as substance use or mental illness, which might compromise achievement of goals and trigger relapse into homelessness.
- Ensure that all school-age children are enrolled by obtaining necessary documentation and that children under 5 have appropriate developmental assessments.
- Maintain case notes on participants' progress and complete all required tracking and reports in a timely manner.
- Work with housing staff to organize and facilitate tenant surveys, obtain tenant feedback and
- facilitate tenant meetings as needed.

Program Support

- Maintain appropriate data collection and reporting as required for internal management reports, external funding sources, and regulatory agencies.
- Prepare for and participate in program audits.
- Prepare monthly requests for payment of rent and utility bills, and track collection of tenant rent, working with Finance Department. Follow up on rent-arrears and ensure participants are abiding by terms of payment plan.
- Provide suggestions to senior staff to develop new or modify existing services, policies and protocols to meet the needs of program participants in alignment with the agency's strategic directions.
- Contribute to the development and evaluation of the housing program.

EDUCATION, EXPERIENCE & SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The following requirements are representative of the education, experience and skills necessary for the position.

- Access to a personal vehicle to be used regularly for meetings and valid driver's license and insurance required. Some positions may not require access to a vehicle full-time.

- Bachelor's Degree or equivalent life experience required; graduate-level studies preferred. Degrees in Social Work or related field preferred.

- Two years' work experience in case management in a non-profit setting with homeless or impoverished populations preferred and/or significant life experience preferred.

- Proficiency in Windows operating environments, Microsoft Office is required. Experience with electronic record-keeping preferred. Familiarity with the Kenosha Continuum of Care, HUD and municipal and state housing laws preferred.

- Ability to work independently and think critically required. Active listening and the ability to communicate professionally both verbally and in writing.

PHYSICAL DEMANDS

The physical demands described here represent those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk. The employee is regularly required to stand, walk up and down steps, and drive throughout Kenosha County. The employee must regularly lift and/or move up to 10-20 pounds. Must be approved to drive agency vehicles.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Benefits:

- PTO
- Short Term Disability
- Health Savings Plan (HSA)

Shalom Center is an equal-opportunity employer. We do not discriminate on the basis of age, race, color, sex, religion, disability, national origin, veteran status, sexual orientation, sexual identity, or any other status protected under federal, state, and local law. All employment is decided on the basis of qualifications, merit, and business need.