



Housing Stability Case Manager Job Description

Objective: Housing for New Hope connects our neighbors to housing and hope. Serving as part of the Rapid Rehousing team, the Housing Stability Case Manager will provide intensive case management and supportive services to homeless individuals and families as they take the next step in their journey to stable housing: long-term rental in an apartment or house. The Housing Stability Case Manager provides ongoing case management support tailored to client needs connecting them to community-based services and opportunities with the goal of long-term housing stability.

Reports to: Rapid Rehousing Program Manager

Team: Rapid Rehousing

Status: Full-time, exempt

Responsibilities:

- Provide initial assessment, placement and monitoring with the goal of helping individuals and families move from homelessness to long-term stable housing.
- Provide access to basic knowledge and tools geared toward improving and increasing long-term housing stability including one-on-one and group sessions.
- Provide empowering, client-centered approach to case management.
- Develop Housing Stabilization Plans utilizing approved tools and resources, based on strengths and needs, and individual goals and objectives.
- Maintain consistent contact with clients based on assessed needs, program policies, and funding guidelines. Client engagement will include on-site home visits.
- Maintain accurate client documentation in HMIS (Homeless Management Information System) database.
- Perform administrative duties as required, including monthly outcome reports.
- Network with community service providers to identify programs and resources that will increase client skills and establish goals (life management skills, educational and/or career goals, financial management skills, health and wellness goals and decision making skills).
- Participate in on-going training and professional development opportunities.
- As appropriate, attend case management meetings with collaborative and other community partners.

Qualifications

- Bachelors degree in Human Services or related field. Masters degree in social work a plus.
- 3 years of relevant experience working with homeless or low-income individuals or families. Experience working with Transition Age Youth a plus.
- Ability to utilize appropriate tools and approaches for empowering clients (e.g., motivational interviewing).
- Excellent written and verbal communication skills.
- Ability to multi-task and manage competing priorities effectively.
- Strong organizational skills, attention to detail, and ability to meet deadlines consistently.
- Ability to work effectively both independently and as part of a team.
- Demonstrate maturity and professionalism even in stressful situations.
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community partners.
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental health, and/or substance abuse.
- Commitment to an empowering, client-centered approach to case management
- Flexible and adaptable work style.
- Familiarity with Durham's social service providers and public benefits programs preferred.
- Valid NC Driver License and Car Insurance and willingness to travel in the community.

Compensation: Commensurate with experience and abilities. Benefits package offered.

Salary Range: \$37,000 to \$42,500

To apply: Submit one document that includes your cover letter and resume via email to:

Tamaira Johnson
Housing for New Hope
jobs@housingfornewhope.org

Applications will be accepted until 12/15/19 or until the position is filled.

HNH employment documentation (employment and background check application) can be found via our website at www.housingfornewhope.org/careers.

Academic, MVR and criminal checks will be conducted before a final offer is made.

Housing for New Hope is an Equal Opportunity Employer.

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