



## **Housing Stability Case Manager**

### Job Description

**Objective:** Housing for New Hope connects our neighbors to housing and hope. Serving as part of the Street Outreach team, the Housing Stability Case Manager will provide progressive case management and supportive services to unsheltered 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:** Street Outreach Program Manager

**Team:** Street Outreach

**Status:** Full-time, exempt

#### **Responsibilities:**

- Demonstrate care and develop significant trust with clients while maintaining strong boundaries in client relationships.
- Assist clients in ending the cycle of homelessness by moving them from unsheltered homelessness to appropriate housing and accessing necessary social service resources using a Housing First philosophy.
- Provide individualized client support, using evidence-based case management tools, through the entire journey by helping each client develop a plan to address their barriers, increase their income, and maintain and sustain permanent housing.
- Maintain consistent contact with clients based on assessed needs, program policies, and funding guidelines. Client engagement will include home visits once housed. Client visits will include engagement on the streets, in parks, in encampments, abandoned buildings, etc., prior to housing.
- Maintain accurate client documentation in HMIS (Homeless Management Information System) database in compliance with agency, COC, and HUD guidelines and expectations.
- Maintain a caseload of approximately 25 clients at any given time. Engagement may require regular early mornings and/or evening visits.
- Work collaboratively with case management professionals concurrently supporting clients to ensure ongoing coordination of services.
- Work collaboratively with Street Outreach team members to provide on-call coverage, support surge capacity for encampment activities, surge capacity for disaster shelter coverage, and staff occasional street outreach events.
- Participate in community meetings and other activities as requested by supervisor or agency leadership.

- Attend workshops, trainings, and webinars as necessary to increase skills and knowledge to provide effective support.
- Abide by and maintain compliance with agency's policies and procedures.
- Other duties as assigned.

**Qualifications:**

- Bachelor's degree in human services or related field. MSW preferred.
- Three years of experience providing case management with vulnerable and/or disabled populations.
- One (1) to two (2) years of experience working with individuals or families experiencing homelessness preferred.
- Certification in diversion-focused mediation preferred. Non-certified candidates will be required to complete training within ninety (120) days if selected.
- Knowledge and/or familiarity with harm reduction and motivational interviewing concepts and strategies.
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental illness, and addiction
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community members
- 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.
- Flexible and adaptable work style.
- Ability to effectively utilize technology including Office 365 products.
- Familiarity with Durham's resources and supportive services a plus.
- Valid NC Driver License and car insurance and willingness to travel in the community.

**Compensation:** Salary commensurate with experience and qualifications. Benefits include health, dental, vision, PTO, holidays, and retirement plan.

**Salary Range: \$41,000-45,000**

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

**Tamaira Johnson**  
**HR Manager**  
**Housing for New Hope**  
**jobs@housingfornewhope.org**

**Application review will begin immediately and continue until the position is filled.**

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

*Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit and business needs.*