



Housing Stability Case Manager with Tenant Support Specialization Job Description

Please Note: The core work of this position is normally focused on tenant support services for tenants of Housing for New Hope's (HNH) residential properties, especially Williams Square and Andover. However, during the pandemic response period, 50% of the position will be dedicated to support services for HNH's Rapid Rehousing Program.

Objective: Housing for New Hope connects our neighbors to housing and hope. Serving as part of the Rapid Rehousing (RRH) team, the Housing Stability Case Manager (HSCM) with Tenant Support Specialization Tenant Services Advocate will provide supportive services to clients of Housing for New Hope's Rapid Rehousing program and tenants residing at HNH's PSH properties utilizing a case management approach to ensure housing stability and progress toward client-defined goals. In addition to supportive services, the HSCM will design and implement and/or curate programmatic offerings driven by identified client needs that increase resiliency, self-sufficiency and increase long-term housing stability.

Reports to: Lead Housing Stability Case Manager, Rapid Rehousing (during pandemic response period)

Team: Rapid Rehousing (during pandemic response period)

Status: Full-time, exempt

Responsibilities:

General Case Management:

- 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.
- Provide access to basic knowledge and tools geared toward improving and increasing long-term housing stability including one-on-one and group sessions.
- 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 in compliance with agency, COC, and HUD guidelines and expectations.
- 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.

Tenant Support-focused:

- Work collaboratively with appropriate case management professionals to ensure “warm transfer” of client from prior programs to HNH PSH programs.
- Work collaboratively with case management professionals concurrently supporting clients to ensure ongoing coordination of services.
- Based on identified client and tenant needs, develop and implement complementary life skills program to increase resilience and long-term housing stability.
- Identify and curate complementary learning opportunities provided by community partners.
- Work collaboratively with Community Engagement Coordinator to identify and support volunteer and in-kind giving opportunities.
- Develop and deliver orientation programming that appropriately complements Property Management’s “New Tenant Welcome” program.
- Create appropriate opportunities for new and long-term residents to develop a sense of community at their home property.
- As appropriate, welcome scattered site PSH clients to participate in programmatic offerings.
- Be accessible to residents of both PSH properties by publishing and maintaining consistent office hours.
- Follow agency guidelines for routing emergency and non-emergency repairs requested by tenants.
- Assist Property Management team with appropriate aspects of required tenant recertification.
- Connect tenants/clients with appropriate community and supportive services whenever discharged, transferred, or deemed unable to live independently.
- Communicate maintenance and other facility related needs to Property Management team in a timely manner consistent with agency processes and guidelines.
- Make available comprehensive list of community-based resources for client needs.

- As appropriate, attend case management meetings with collaborative and other community partners.
- Maintain related tenant files, records, and reports in an orderly, timely, confidential and secure manner.

Qualifications

- Bachelor's degree in human services or related field. Masters degree in social work a plus.
- Relevant experience working with homeless or low-income individuals or families
- Outstanding capacity to build strong relationships with a diverse range of tenants, colleagues, and community members
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental illness, and addiction
- Ability to use appropriate tools and approaches for empowering clients (e.g., motivational interviewing)
- Ability to create sense of community and genuine empowerment across cultural, social, economic, and other boundaries.
- 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: Commensurate with experience and abilities. Benefits package offered.

Salary Range: \$40,000 to \$45,000

To apply: Submit one document that includes your cover letter and resume via email jobs@housingfornewhope.org to:

Tamaira Johnson
Manager of HR and Finance
Housing for New Hope

Applications review will begin immediately and continue until 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 need.