



Lead Housing Stability Case Manager Job Description

Objective: Housing for New Hope connects our neighbors to housing and hope. The Lead Housing Stability Case Manager will serve as a key member of the Supportive Housing Alliance HNH Pilot project and will bring a commitment to providing excellent case management and supportive services to project participants. The Lead Housing Stability Case Manager will lead a small (3-4 person) team, that provides 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 Lead Housing Stability Case Manager will provide leadership to the team and ongoing case management support tailored to client needs connecting them to community-based services and opportunities with the goal of long-term housing stability. **This is a time limited position for duration of 18-month grant.**

Reports to: Director of Client Services

Team: Supportive Housing: HNH Alliance Pilot

Supervises: Vocational Specialist, Peer Support Specialist

Status: Full-time, exempt

Responsibilities:

1. Provide direct supervision and leadership to a team of service providers, including case conferencing, documentation review, and discharge planning.
2. Manage a caseload of 7-14 households; Coordinate the integration and delivery of case management and supportive services to HNH/Alliance Pilot clients.
3. Coordinate with the Community Housing Manager to ensure efficient and effective housing searching, master lease-up, and move-in processes.
4. Determine and implement rental assistance schedule for Supportive Housing pilot project with the goal of participant paying 100% of rent within 12 months.
5. Support a team-based environment that motivates and inspires team members to work collaboratively toward project goals and exceed established improve client outcomes.
6. Develop Housing Stabilization Plans utilizing approved tools and resources, based on strengths and needs, and individual goals and objectives.
7. 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).

8. Maintain accurate client documentation in HMIS (Homeless Management Information System) database.
9. Ensure consistent contact with clients based on assessed needs, program policies, and funding guidelines. Client engagement will include on-site home visits.
10. Perform administrative duties as required, including monthly output/outcome reports evaluative measures according to Government Performance and Results Act (GPRA) and SAMHSA standards and requirements.
11. Maintain regular communication with the Director of Client Services and Supportive Housing teammates on issues involving program participants and other stakeholders, including established community partners and funders.
12. In collaboration with Director of Client Services and Staff Accountant, track client expenses and assist with monthly invoicing.
13. Participate in agency trainings, meetings, and special events.
14. As appropriate, attend case management meetings with collaborative and other community partners.
15. Other Duties as assigned by Supervisor

Qualifications

- Bachelors degree in Human Services or related field.
- Master's Degree in Human Services-related field (Psychology, Social Work, Mental Health, Criminal Justice, or a related social service discipline) strongly preferred.
- 3-5 years of relevant experience working with homeless or low-income individuals or families.
- 1-2 years of supervisory experience preferred.
- 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 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: \$44,000 to \$48,000

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

Applications 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.