



HOUSING RESOURCES, INC.
Posted: Until Filled

Job Title: Case Manager

Description:

The Case Manager works with homeless individuals and families help obtain & sustain housing. Basic functions for this position require effective case management, administrative execution of tasks, and process improvement implementation. This position will work closely with identified potential clients through the voucher application process, housing search process, lease-up process and provide case management. Additionally, the case manager will actively meet clients in the community to provide expedited services to put the Emergency Housing Voucher in place.

PRINCIPAL ACCOUNTABILITIES:

1. Maintain a caseload of at least 25 clients.
2. Assist clients with the entire process from application to 12 months post lease-up.
3. Assist clients in obtaining personal documents necessary for the program.
4. Conduct landlord outreach and client advocacy to create a pool of landlord resources that will accept the assistance program.
5. Link clients to resources for move-in, furniture, moving services, etc
6. Provide ongoing case management services to clients following the Housing First model with a strength-based approach by conducting in-home/in-community case management support at least monthly.
7. Enter data and documentation in real-time when possible, and at least within 48 hours in the Homelessness Management Information System (HMIS) or other agency systems.
8. Assist clients in applying for and obtaining mainstream benefits.
9. Ensure the proper maintenance of client files and records.
10. Collect data to support the measurement of program outcomes.
11. Attend meetings with agents and report outcomes/progress for clients assigned to each agent.
12. Maintain an active knowledge of all HRI programs, including eligibility requirements and services available including existing and emerging programs.
13. Be an effective change agent and foster teamwork with a multi-disciplinary staff.
14. Provide backup or fill-in assistance for ongoing programs and assist staff in delivering program services including assessing client's situation, evaluating recommendations for service and/or referral, and following up on progress with housing stabilization plans.

POSITION SPECIFICATIONS/SCOPE:

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

Bachelor's degree or equivalent case management experience required. Experience in human services and housing programs is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Demonstrated ability for independent problem-solving.
- Basic computer skills are also required.
- Demonstrated management of customer satisfaction.
- Demonstrated experience working with a diverse group of individuals.
- Must maintain confidentiality and possess a compassionate and professional manner.
- Professional work and punctuality habits are necessary to accomplish organizational goals.
- Maintain a valid driver's license and reliable transportation for use during business hours. *Housing Resources, inc. reserves that right to require a driving record check for any employee where driving is an essential function of the position.*
- Excellent organizational, time-management, verbal, and written skills
- Ability to self-regulate and work independently while coordinating with other staff
- An appetite for innovation and creative problem-solving
- Flexibility and the capacity to prioritize tasks in a rapidly changing environment
- Ability to multitask effectively in a fast-paced environment
- Ability to work with a challenging and diverse population
- Some knowledge of the social services landscape in Kalamazoo County and surrounding areas preferred
- An understanding of the social constructs impacting those experiencing economic instability

Hours:

Full Time Position:

Monday thru Friday: 8:30am to 5:00pm*

*Early morning, evening and weekend hours may be required as the organization's needs dictate.

Compensation:

\$15.00- \$18.00/ hr.

This is a non-exempt position.

To apply, scan the QR code below or submit a cover letter and resume via email to afabode@housingresourcesinc.org.

