



Poverello
House

Job Description

Title: Housing Stability Case Manager

Hours: Full-Time (40 hours/week, non-exempt)

Reports To: Senior Director of Client Services & Navigation

Purpose: Housing Stability Case Managers are responsible for providing comprehensive assessment, planning, implementation and overall evaluation of individual health & housing needs. They will also be responsible for coordinating with other agencies to monitor & evaluate the options and services required to meet the client's health and human service needs. Housing Stability Case Managers will also provide transportation to appointments and conduct home visits.

Job Responsibilities and Duties

- Work directly with the Coordinated Entry System, Encampment Outreach Team, Navigators, and all community partnering agencies.
- Conduct initial assessment and screening to all potential clients to determine eligibility
- Assist clients in identifying immediate housing arrangements, connecting them with needed resources, and identifying strengths and personal resources
- Utilize all relevant resources (outside agencies, social support, budget assistance, etc.) to avoid eviction as much as possible
- Assist clients as advocates for benefits, housing needs to include evictions, landlord negotiations and access to community resources
- Assist in development of positive working relationships with providers, community partners and other agencies
- Work with each client to develop and/or strengthen their goal plan according to individual goals and objectives
- Maintain contact with all housing clients on a scheduled basis, appropriate to their particular status and needs
- Ensure that client interactions are person-centered, goal-focused and reflect each client's goal plan. Exercise patience, understanding, and concern for each client's well-being, safety, development, and enjoyment of life
- Make referrals to supportive services in our community as appropriate and support client in navigating this process
- Effectively use HUD tools and ensure compliance with data standards and record-keeping as required
- Document all client interaction in the Homeless Management Information System (HMIS) database and maintain accurate paperwork/reports

- Attend case management meetings and other specified meetings/trainings as required
- Communicate effectively in oral and written forms with clients, their families, their significant others, coworkers, supervisors, other service agencies and the community
- Provide ongoing support to help clients maintain housing

Qualifications

- Must have the ability to be insured for driving purposes
- Flexibility (Position will require open availabilities from 6 AM to 6 PM, occasional weekends)
- GED or High School diploma is required
- AA degree in social work or human services-related field. Case management experience preferred
- Adept in MS Office (Excel, Word, and Outlook)
- Skilled at working with diverse populations and engaging clients
- Ability to communicate professionally and with integrity
- Ability to work independently or as a member of a team

Compensation

- Range for position starts at \$19.00/hour
- Mileage reimbursement at Federal reimbursement rate
- Medical – HMO & PPO Plans (Employer contributes 80%)
- Dental – (Employer contributes 80%)
- Vision - (Employer contributes 80%)
- Term Life Insurance, Short-Term Disability and Long-Term Disability Insurance, Employee Assistance Program (Employer contributes 100%)
- Voluntary Life Insurance (with optional dependent coverage for eligible employees)
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity
- Retirement Plan (SIMPLE IRA) – (Employer matching up to 3%)
- 9 paid holidays + 1 floating holiday
- Vacation (starts at 2 weeks) and sick leave accrual
- California Paid Sick Leave (as permitted by State Law)
- Branded clothing provided
- Fully stocked breakroom for employees (snacks and beverages)