

NAME:
JOB TITLE: Housing Case Manager
DEPARTMENT: Community Services

FLSA STATUS: Non-Exempt
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OVERALL PURPOSE This position is responsible for coordinating housing options and program services to serve the homeless population and provide them with the necessary assistance to secure and maintain housing.

ESSENTIAL FUNCTIONS

1. Maintain an active caseload of clients and provide them with intensive case management and supportive services to establish safe and stable permanent housing.

PERFORMANCE MEASURES:

- Conduct intakes on individuals presenting homeless for the most appropriate assessment of need, program match and placement planning
- Develop Individual Service Plans on each participant
- Monitor clients to ensure they are successfully attaining the goals established within the Individual Service Plan under program requirements/conditions
- Provide life skills counseling and meet monthly or more frequently as necessary with clients based upon program status to ensure client is following the lease agreement and program guidelines.
- Provide basic household needs as appropriate
- Coordinate client referrals to appropriate outreach services to enhance the support network.
- Make referrals to appropriate internal agency services to assist the client

2. Complete initial intake to determine eligibility for Housing and Shelter program while screening for potential eligibility for other agency services

PERFORMANCE MEASURES:

- Complete ORS and HMIS data entry of intakes
- Verify income
- Maintain organized, accurate and up to date information on clients
- Sign up new clients and make referrals based on eligibility or need for other agency services
- Screen for eligibility or complete application for Columbia Gas or Dollar Energy Fund
- Communicate effectively while remaining professional

3. Provide case management for housing participants

PERFORMANCE MEASURES:

- Conduct intakes on individuals presenting homeless for the most appropriate assessment of need, program match and placement planning
- Monitor clients to ensure they are successfully attaining the goals established within the Individual Services Plan
- Provide basic household needs as appropriate

4. Maintain accurate tracking of all program data based upon contract requirements.

PERFORMANCE MEASURES:

- Enter all client data into the ORS database and complete a family application with signatory requirements
- Enter all client data, required under contracts, into the operating system
- Maintain detailed case management notes, in written format within the client file, tracking activities and contacts

5. Network with local agencies to maintain an understanding of available services and market Agency services.

PERFORMANCE MEASURES:

- Facilitate ROOF committee meetings for local housing option
- Facilitate Point In Time count once a year
- Facilitate Professional Retreat annually
- Sit on Drug Free Community Board and/or other
- Work with each school districts liaison to streamline services to homeless students
- Receive homeless referrals from Probation, CYS, DRC, Somerset County Jail or SCI
- Work closely with Twin Lakes, Beal Counseling, County Assistance Office and Hospitals to provide services to clients

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6. Coordinate and/or execute home inspections for safe client housing placement.

PERFORMANCE MEASURES:

- Complete home inspections for all units prior to placement
- Maintain detailed notes of property inspections to include all contract required documentation
- Assists with annual reports for all programs

7. Ensure positive and encouraging environment is provided to all clients and agency staff

PERFORMANCE MEASURES:

- Follow customer service best practices
- Effectively communicate
- Uphold highest level of professional integrity

8. Attend required meetings and trainings

PERFORMANCE MEASURES:

- Attend meetings as requested
- Attend trainings for continued professional development
- Be prepared and participate

OTHER DUTIES

1. Secure office at the end of each day and ensure all lights/machines are turned off.
2. Perform other related duties as required.

SUPERVISION RECEIVED

Supervision is received from the Community Services Program Director

QUALIFICATIONS

EDUCATION

- Associate Degree or some post-secondary education required
- Bachelor degree preferred

EXPERIENCE AND/OR TRAINING

- Experience in an office environment
- Experience with case management preferred
- Five years direct case management in lieu of degree required

ADDITIONAL JOB REQUIREMENTS

- Identify problems, inform others, and provide information
- Communicate effectively with co-workers or customers
- Operating Technology, e.g. smart devices, data base systems, software programs, internet, e-mail
- Adapt to a Constantly Changing Work Environment
- Independent Judgment and Discretion
- Utilize Creativity and organizational skills
- Work Closely with Others

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Date

Signature of HR Representative

Date