

**One80 Place**  
**JOB DESCRIPTION**

**Housing Case Manager**

The work of the Housing Case Manager involves orienting all eligible SSVF participants to the program and providing housing search and supportive services to promote participants self-sufficiency, integration into the community, and permanency in housing; performing administrative tasks involved in the review and maintenance of a caseload of program participants. The principal duties are performed both in a general office environment and in the field and community where program participants reside.

The Housing Case Manager is part of a multi-disciplinary team and will have a shared case load with a Housing Resource Coordinator.

The Housing Case Manager position is funded in whole by the VA through One80 Place's SSVF Program. The Housing Case Manager will dedicate 100% of their time on Veterans and their families served by the SSVF Program.

**STATUS:** Full-time, Regular / Exempt

**SPECIFIC REQUIREMENTS:**

1. Requires knowledge and belief in "Housing First" philosophy and strategies.
2. Minimum Education Requirements Master's Degree in Human Services. Also, a minimum of a five years related experience.
3. Excellent communication skills, particularly listening, mediation, and writing skills.
4. Possess strong organizational skills with ability to meet a demanding workload.
5. Detail oriented to complete requirements of files and contract compliance.
6. Creative thinker/adaptive personality.
7. Knowledge or understanding of tenant's rights and responsibilities as well as "strengths based" case management.
8. Concentrated record keeping, budgeting, and mathematical skills; ability to produce required reports to federal, state. and local government agencies and funding sources.
9. Demonstrated knowledge of community resources, social service agencies, and landlords.
10. Experience with computer and knowledge of Microsoft Office.
11. Valid driver's license and a car.
12. Sensitivity to cultural and socioeconomic characteristics of population served.
13. A commitment to empowering others to solve their own problems.
14. The ability to establish and set appropriate limits with persons served to help them gain skills and confidence.
15. The ability to work collaboratively with other personnel and/or service providers or professionals.
16. The capacity to maintain a role to empower clients and to intervene appropriately to meet service goals.
17. Willing to travel to throughout the 13 county MACH service areas as well as the 7 county LHC service areas.

**SPECIFIC DUTIES:**

1. Provides strengths-based case management to SSVF clients as assigned. Case management will involve screening, intake, assessment, individual service plan development, monitoring, and linkages to appropriate community resources, follow-up, advocacy, appropriate discharge, and tracking client outcomes.
2. Conduct home visits to support client in housing stabilization.
3. Maintains precise and accurate documentation of case management services, including client files and entries into HMIS.
4. Adhere to the policies and procedures outlined in the SSVF Program Manual.

5. Assists participants with completing lease agreements and obtaining other supportive documents such as identification, social security cards and so forth as required by leasing agents/property.
6. Maintains up-to-date information regarding client housing including occupancy, move-outs, and vacancies.
7. Assists clients in accessing and maintaining entitlements and benefits.
8. Assists clients in achieving goals relating to SSVF grant compliance; focuses on meeting the specific needs of each individual or family through joint development and implementation of HSPs (Housing Stability Plan).
9. Participates in CES with the LHC, MACH and other partner agencies.
10. Facilitates groups and activities for SSVF program participants as needed.
11. Facilitates and coordinates supportive activities with community partners, including employment assistance programs, job readiness training, financial education, and parenting skills.
12. Advocates for needed services and assists clients in meeting the obligations of tenancy.
13. Transports clients as needed.
14. Establishes and maintains collaborative working relationship with community resources; attends and participates in appropriate coalition and other community resource meetings.
15. Performs other related duties as required.

**PHYSICAL, ENVIRONMENTAL AND SENSORY DEMANDS:**

1. Corrective vision and hearing to normal range.
2. Ability to move between service locations.
3. Ability to lift 50 pounds and to assist physically disabled clients with basic functions.
4. Possible exposure to communicable diseases, emotionally stressful working conditions, and irregular hours.

**IMMEDIATE SUPERVISOR:**SSVF Program Director

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Staff Signature

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Date

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Supervisor Signature

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Date