

JOB DESCRIPTION

TITLE: Case Manager - Rapid Re-housing
IMMEDIATE SUPERVISOR: Manager, Homelessness Prevention & Rapid Re-housing
ASSOCIATION: Housing and Transitional Services

GENERAL FUNCTIONS:

Responsible for providing case management and supportive services to assist homeless households in coping with the challenges they face while transitioning from homelessness to permanent housing.

PRINCIPAL ACTIVITIES:

Rapid Re-housing

1. Ensure that all individuals and households receiving Rapid Re-housing services meet program eligibility requirements.
2. Meet with individual/households to verify final eligibility and assist them in completing all necessary paperwork to facilitate entrance into the program.
3. Provide intensive housing search and placement assistance, which includes the services and activities needed to assist participants in locating and obtaining suitable permanent housing (assessment of needs and barriers to housing placement, negotiation with property owners/landlords to convince them to accept tenants they would normally screen out, ensure housing safety standards and rent reasonableness).
4. Develop strong collaborative relationships with property owners/landlords to help facilitate the placement of clients into safe, decent and affordable permanent housing.
5. Ensure clients understanding of rental agreements, housing policies and procedures.
6. Collaborate with other departments and partner agencies to maximize participant outcomes, program goals, and agency mission.
7. Determine and recommend the level and duration of financial assistance for eligible participants.
8. Prepare Requests for Payments for financial assistance and submit all required documentation to Manager for approval.
9. Work closely with Manager regarding project spend downs (move in costs, rent assistance, etc.)
10. Maintain and manage all client documentation related to Rapid Re-housing.

Case Management Activities

1. Conduct weekly face to face or via phone case management meetings as needed.
2. Provide a minimum of one monthly home visit with participant.
3. Complete chronological progress notes within twelve hours of contact with client or collateral encounter.

4. Develop initial service plan specific and tailored to the client needs identified during initial intake assessment/screening process.
5. Revise or update services plans at least every three months or based upon the client level of need.
6. Assist no-income clients to identify appropriate resources to obtain entitlement(s) within six months of admission to the housing program.
7. Provide advocacy, support, and linkages/referrals to community resources.
8. Completion of referral documentation and informed consent for supportive services.
9. Routinely assess strengths and barriers to income, housing stability and self-sufficiency (including health, substance use and mental health issues), and provide appropriate referrals to supportive services in a timely manner.
10. Developing and monitoring an action plan with clients for locating housing.
11. Complete assessments for housing retention; this includes identifications of strengths and barriers to maintain housing, ability to increase income and improve money management, increase employability and ensure wage progression, also completion of Fenn-Jorstad Self-Sufficiency Matrix to assess participants' sufficiency level across multiple life domains.
12. Conducts follow-up on all referrals and documents referral outcomes
13. Update client files to ensure a record all client level activities
14. Complete monthly statistical report by the third business day of each month.
15. Participate in all mandatory external and internal meetings or trainings
16. Adherence with the Agency's code of ethics and regulations for confidentiality.
17. Develop proficiency in maintaining accurate client records in HMIS within the 5-day timeline as required by Snohomish County. Specific proficiency includes entry of data into the client record, the editing of information as needed and the printing of reports within HMIS.
18. Perform other duties as required or assigned

QUALIFICATIONS:

BA in Human Services or a related field or equivalent, plus a minimum of 3 years experience working directly with homeless populations to include experience working with clients that have mental illness and substance abuse challenges. Experience working with ex-offenders highly desirable. Ability to work effectively in a team environment under pressure with compassion and a strong attention to detail is vital. Familiarity with MS Office software programs and a current Washington State Drivers license are also required.

If you wish to apply for this position, please email your cover letter and resume to:
recruiter@voaww.org.

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.