

**ROWAN HELPING MINISTRIES
JOB DESCRIPTION**

**CLIENT SERVICES
HOUSING CASE MANAGER
(Full-Time)**

GENERAL RESPONSIBILITIES

The Housing Case Manager is responsible for case management services for 16-20 Veterans and non-veterans who are or were previously experiencing homelessness or who are at risk of homelessness so that they may obtain or retain permanent housing. This program requires maintaining a specific caseload of participants who are Veterans to meet funding standards. This is a full-time position that reports directly to the Housing Manager. This position is eligible for benefits.

The duties and responsibilities of this position requires approximately 40 hours per week. The hours must be flexible to meet the needs of the guests and clients. Additional hours may be scheduled depending on the census and caseload.

SPECIFIC RESPONSIBILITIES

- Be thoroughly knowledgeable of the VA Grant Per Diem (GPD) Program and standard practices of the housing programs.
- Conduct outreach in the geographical area served by the program and within the shelter to identify individuals including Veterans in need of case management services to obtain/retain permanent housing. A personal car is required, and Rowan Helping Ministries reimburses mileage.
- Guide participants in learning about and planning for permanent housing opportunities and provide referrals, advocacy, follow-up, and assistance with housing applications.
- Track, measure, and report outcomes of individual participants and the overall goals of the programs.
- Establish and maintain a strong relationship with landlords, housing providers, and realtors in the community and act as liaison between agencies, participants, and prospective landlords or housing providers.
- Identify permanent housing options and develop and maintain a database of housing resources for participants and individuals in the community experiencing, or at risk of, homelessness.
- Help participants acquire necessary household items prior to moving into permanent housing.
- Coordinate with partner organizations and stakeholders to ensure the participants attains or retains housing.
- Follow-up with participants to help measure their success of housing and case management efforts to ensure the programs implemented work towards the goal of preventing and ending homelessness.
- Responsible for accurate and complete documentation of all case files including the Homeless Management Information System (HMIS), and some required grant statistics.
- Ensure compliance with the VA GPD Programs and all other sources that provide funding for housing programs.
- Be fully knowledgeable of CAN (Crisis Assistance Network) policies and procedures.
- Provide assistance and supportive services to guests/clients once they have moved to stable housing.
- Perform other duties as assigned by the Housing Manager and/or the Executive Director.

GENERAL REQUIREMENTS

Should be able to stoop, lift up to 20 lbs. and consistently maneuver within the office area. This position will work primarily indoors and may require repetitive motions and long periods of sitting. However, person should be mobile to access various environments.

EDUCATION AND EXPERIENCE

Must be at least 21 years old, possess a degree in social services, or other human services field, have a minimum of two-years experience in case management, counseling, and/or social work preferably with a non-profit organization. Be knowledgeable of community resources including state and local housing regulations.

- Must be compassionate and able to work with diverse people and have the ability to establish rapport with guests, volunteers, and staff.
- Must be able to establish and maintain effective working relationships with volunteers, guests, staff, community organizations, and the general public.
- Must be detailed oriented, organized, and write legibly.
- Must demonstrate leadership, interpersonal skills, and possess the ability to motivate a wide range of people.
- Must be a good listener with a friendly, understanding, empathetic, and non-judgmental attitude.
- Must understand and demonstrate attitudes in keeping with Rowan Helping Ministries' mission and vision.
- Must be able to work well as part of a team.
- Must have the ability to analyze problems and identify alternatives.
- Must be able to work under pressure and meet deadlines.
- Must be able to adapt in a fast-paced environment.
- Must be proficient in using Microsoft Outlook, Word, Excel and other applications.
- Must have the ability to obtain a Homeless Management Information System (HMIS) license.
- Must possess a personal vehicle and have a valid North Carolina driver's license.

Employee: _____

Date: _____