



## Housing Stability Case Manager

Dept: Financial & Housing Stability

Reports to: Housing Stability Program Manager

Job Location: Rutherford Office

Position Status:  Full-time  Part-time

FLSA Classification:  Exempt  Non-exempt

Salary Range: \$20.50-23.50/hour

The Housing Stability Case Manager provides comprehensive, strength-based case management services to individuals and families who are experiencing a crisis that puts them at risk of becoming homeless. The best candidate for this position is someone who is committed to preventing and ending homelessness and understands how to navigate the barriers and systems impacting this societal crisis.

### Essential Responsibilities:

- Provide case management to 20-30 individuals to promote housing stability and self-sufficiency. Service delivery is focused on the areas of housing, finances, basic needs, and health and wellness.
  - Engage Austin/Travis County residents through outreach and referral, screen for program eligibility, and complete program enrollment.
  - Administer screenings and assessments to identify clients' barriers and strengths.
  - Develop individualized service plans to establish scope of services and to monitor progress toward clients' goals. Ensure that service plans are collaborative, holistic, and process oriented.
  - Create working budgets with clients and provide financial literacy training to support clients in managing their income and bills.
  - Administer financial assistance as needed to support housing and basic needs expenses.
  - Identify, refer to, and collaborate with formal and informal networks to support clients' service plans.
  - Assist clients in applying for and enrolling in public benefit programs.
  - Consistently advocate on behalf of clients; act as a mediator and seek solutions to housing stability concerns.
  - Respond to communication regarding clients within 24 business hours; maintain ongoing communication with property managers regarding program enrollment and financial assistance plans.
  - Maintain electronic and hard copy client records in compliance with HIPPA guidance and the City of Austin's Social Services Eligibility requirements; perform quality assurance activities in preparation for program monitoring by third parties.
  - Complete accurate and timely data entry and submit eligibility documentation in accordance with program requirements.
- Collaborate with Family Eldercare staff
  - Communicate with team and other departmental staff regarding mutual clients and develop solutions as problems arise.
  - Work closely with financial services staff to create/support budgets which ensure clients' basic needs are met and funds are received accordingly.
  - Plan for, participate in, and make meaningful use of supervision.
  - Attend trainings and meetings.
  - Perform special projects as assigned (e.g., participating in program or agency workgroups).

**Competencies:**

- Strong advocate for individuals and families at risk of experiencing homelessness.
- Ability to develop and maintain collaborative and supportive working relationships with clients, co-workers, volunteers, and community partners.
- Ability to sustain professional boundaries and confidentiality.
- Ability to clearly communicate in person, electronically, and by telephone.
- Ability to perform needs assessments and make appropriate community referrals.
- Ability to produce quality work, adhere to contract requirements, and work independently.
- Ability to organize work efficiently and consistently meet deadlines.
- Strong organizational, time management, and interpersonal skills.
- Ability to make constructive use of supervision.

**Minimum Requirements:**

- Associate's Degree in Social Work, Human Services, or related field.
- Two (2) years' case management experience working with special needs populations: adults experiencing homelessness, disabilities, veterans, and/or the elderly.
- Experience with community services, resources, and entitlements.
- Proficient in Microsoft Office Suite.
- Clear multi-state criminal history and motor vehicle driving record.
- Active automobile insurance.

**Licenses and/or Certifications:**

- Valid Texas Driver's License; or ability to produce within 90 days' employment.

**Work Environment and Physical Demands:**

- Work occurs at the Family Eldercare main office, in clients' homes, and other remote locations (e.g., Social Security Administration office, SNAP/Food Stamp office, medical appointment, etc.)
- Frequent contact with individuals who are formerly homeless, are at risk of experiencing homelessness, have mental illness and/or substance use disorders, and trauma survivors.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Must be able to lift and carry up to 20 lbs.

**Acknowledgement and Review:**

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities  with or  without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

**Print Employee Name:****Employee Signature:****Date:**