



Housing Stability Case Manager

Dept: Financial & Housing Stability

Reports to: Housing Stability Program Manager

Job Location: FEC Main (Rutherford Office)

Position Status: Full-time

FLSA Classification: Non-exempt

Salary Range: \$24.50-\$25.50/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 services provided by this position support these households in achieving long-term housing stability, increasing connections to healthcare and social services, and improving life factors related to the social determinants of health. 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. 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 to promote housing retention.
- Develop individualized service plans to establish scope of services and to monitor progress toward clients' goals.
- Create budgets with clients and provide financial literacy training to support clients in managing their income and bills.
- Assist clients in applying for and enrolling in public benefit programs.
- Administer financial assistance as needed to support housing and basic needs expenses.
- Maintain electronic and hard copy client records in compliance with HIPPA and agency guidelines and perform quality assurance activities in preparation for program monitoring by third parties.
- Complete accurate and timely data entry and contract reporting and submit eligibility documentation in accordance with program requirements.
- Collaborate with Family Eldercare staff and other community partners to coordinate services and supports to mutual clients.
- Attend agency staff meetings, trainings, functions, and other activities as needed.
- Assist the team with administrative tasks or special projects as needed.

Competencies

- Strong advocate for individuals formerly experiencing homelessness.
- Strong communication, interpersonal, and organizational skills.
- Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work environments.
- Ability to develop and sustain collaborative and supportive working relationships with clients, coworkers, volunteers, and external partners.
- Ability to efficiently produce quality work, adhere to agency and contract requirements, and work independently.
- Ability to prioritize multiple tasks and meet frequent deadlines.
- Ability to adapt and respond to the changing needs of the program and clients.
- Ability to make constructive use of professional supervision.
- Committed to understanding and supporting diversity, equity, and inclusion (DEI).
- Proficient in utilizing Microsoft Office and Microsoft 365 applications.

Minimum Requirements

- Bachelor's degree in a related field. Experience may be considered in lieu of education.
- 2 years of case management experience with marginalized populations including individuals experiencing/at risk of homelessness and individuals with mental illness and/or substance use.
- Evidence of ongoing training and education in related areas such as mental illness, substance use, and/or homelessness.
- Experience implementing the principles of harm reduction, trauma-informed care, motivational interviewing, and housing first.
- Bilingual in Spanish or American Sign Language highly preferred.
- Reliable transportation and active auto insurance.
- Clear multi-state criminal history and satisfactory motor vehicle driving record.

Licenses/Certifications

- Valid Texas Driver's License or ability to produce within 30 days of hire.

Work Environment/Physical Requirements

- Work will occur in an office setting and remotely. Client appointments will take place in the office, in the community (including clients' homes, SNAP office, SSA office, etc.), and in other non-traditional environments.
- This position will entail engaging with individuals with mental illness, substance use disorder, and/or a history of trauma.
- The Case Manager may frequent environments in which there is tobacco use.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards.
- Must be able to lift and carry up to 20 lbs.

Travel

This position will require moderate travel within the Austin/Travis County area and use of one's personal vehicle. Typical workdays will be based out of the Family Eldercare main office with frequent community visits. Client transport in personal vehicle and accompaniment to applicable appointments will be expected. Travel will be reimbursed at the approved IRS mileage rate.

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. 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: