



## FAMILY ELDERCARE

### Job Description

Job title: Permanent Supportive Housing Case Manager	Reports to: Permanent Supportive Team Lead
Program: Financial and Housing	Work Location: Rutherford Office
Position Status - Full-time FLSA Classification - Exempt	Salary Range \$24.00 -\$25.00

#### **Summary:**

The Permanent Supportive Housing Case Manager will be responsible for providing case management services to clients enrolled in services using Housing First and Trauma-Informed Care models. The services provided by this position support people to achieve long-term housing stability, increase connections to health care and social services, and improve life factors related to the social determinants of health. Success will be primarily measured by the percentage of clients who maintain housing stability.

#### **Essential Responsibilities:**

Provide case management to clients to promote successful outcomes, and to maintain the full capacity of the program. Service delivery is focused on the areas of housing, basic needs, and financial stability.

- Ensure payments related to housing stability are made on-time and in full.
- Develop individualized service plans to establish scope of services and to monitor progress toward client goals; ensure that service plans are process oriented, participatory, holistic, and comprehensive.
- Maintain client contact to achieve the goals set in the service plan.
- Identify, refer to, and collaborate with formal and informal networks to support service plans and client success.
- Conduct assessments regularly and maximize connections to community resources, public benefit programs, and assistance in the community.
- Maintain updated client eligibility documentation to ensure program compliance.
- Maintain client records in accordance with HIPPA guidance and Family Eldercare standards.
- Complete accurate data entry and submit complete documentation in accordance with funder and Family Eldercare requirements.
- Respond to communication regarding referrals and clients within 24 hours during work week.
- Consistently advocate on behalf of clients; act as a mediator and seek solutions to housing stability concerns.
- Maintain a regular caseload of 10 – 15 clients, or the number of clients necessary to maintain the full capacity of the program.

**Education and Experience:**

- Previous experience in Permanent Supportive Housing settings include scattered-site or single-site operations.
- 1-3 years' experience working with marginalized populations which must include people experiencing homelessness.
- Completion of trainings in Trauma-Informed, Harm Reduction, and Housing First models of care.
- Preference for candidates with Bachelor's or Master's Degree in Social Work or related field of study.
- Must have reliable transportation, valid Texas Driver's License, active automotive insurance, and a satisfactory motor driving record.
- Preferred Homeless Management Information System database experience.
- Must be able to meet minimum standards for a criminal background check.

**Competencies:**

Any combination of the suggested education and experience will be considered for this position. In addition, the following will be considered:

- Commitment to Housing First and Trauma Informed Care principles and ending and preventing homelessness and housing instability.
- Bilingual and/or American Sign Language is a preferred skill.
- Demonstrated ability to work under pressure and meet deadlines while maintaining a positive attitude and providing exemplary customer service
- Ability to exercise sound judgement, diplomacy, and maintain good working relationship across the organization and with community collaborators.
- Proficiency in Microsoft Office Suite including SharePoint
- Knowledge of community-based services and resources -AND/OR public benefits programs
- Excellent interpersonal communication skills

**Working Conditions/Physical Requirements:**

This position operates in an office environment. There will be routine use of standard office equipment such as computers, phones, and photocopiers. The role will require contact with currently and formerly homeless individuals who may have mental illness, substance use disorder, -AND/OR- trauma experiences. Case manager may frequent homes in which there is smoking.

- Ability to interact with clients, volunteers, staff, family and outside community partners
- 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
- Ability to lift and carry up to 30 lbs.

**Travel**

This position requires moderate transportation and will require use of personal vehicle. Typical workdays will be based at Family Eldercare offices with frequent community visits to client homes and providing clients escort to appointments. Travel is 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  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: