



FAMILY ELDERCARE

Job Description

Job title: Permanent Supportive Housing Case Manager

Reports to: PSH Unit Supervisor

Program: Housing and Homelessness

Work Location: Rutherford Office

Position Status - Full-time
FLSA Classification - Exempt

Salary: \$22.05/ hour

Summary:

The Permanent Supportive Housing (PSH) Case Manager reports directly to the Unit Supervisor. The PSH Case Manager is responsible for providing street outreach, intensive case management, and housing stabilization services to individuals experiencing homelessness. This role requires ensuring consistent client engagement, including a minimum of one monthly contact, as participation in supportive services is a requirement for maintaining housing. This position is responsible for locating, engaging, assessing, and supporting individuals experiencing homelessness as they transition toward permanent housing stability. The PSH Case Manager assists clients in achieving and maintaining long-term housing stability through individualized service planning, consistent engagement, advocacy, crisis intervention, coordination of care, life skills development, financial management support, mental health support, and linkage to public benefits and community resources. Case Managers are expected to monitor client progress, maintain timely and accurate documentation, and ensure participation in required supportive services in accordance with program requirements. This role requires extensive field-based work and regular interaction within non-traditional environments throughout the community, including streets and encampments that may have uneven or wooded terrain. Success in this role is measured through housing stability outcomes, outreach engagement, program compliance, successful coordination of services, quality documentation, and the ability to maintain effective working relationships with clients, landlords, providers, and community partners.

Essential Responsibilities:

1. Service Delivery

- Provide case management to a culturally diverse population and promote a successful desired outcome.
- Provides case management expertise, including assessments, care planning, supportive counseling, community resources, monitoring progress, collaboration with other providers, and care coordination.
- Focus on service delivery such as housing, basic needs, physical and mental health, substance use, financial stability, and overall well-being, aiming to enhance the client's self-sufficiency and quality of life.
- Conduct community-based outreach and are expected to actively navigate various field environments to locate referred individuals, establish engagement, complete required outreach documentation, verify homelessness and chronic homelessness status, obtain vital documents, and coordinate housing placement.
- Respond to communication regarding referrals and clients within 24 hours during the work week.

- Consistently advocate on behalf of clients; act as a mediator and seek solutions to housing stability concerns and crisis situations.
- Collaborate and build relationships with external providers and entities, including landlords, property management companies in support of housing retention and stability.
- Collaborate with community organizations such as healthcare providers, behavioral health agencies, hospitals, correctional facilities, funding partners, and other stakeholders to support housing access, service coordination, and housing retention outcomes.
- Develop individualized service plans to establish scope of services and to monitor progress toward client goals; ensure that service plans are person centered, participatory, comprehensive, and measurable.
- Ensure payments related to housing stability are made on time and in full.
- Maintain client contact to achieve the goals set in the service plan.
- Assists clients with securing and maintaining benefits, entitlements, wrap-around services, disability support resources, and other income.
- Assist in maintaining information in each client's EHR, including demographics, assessments, care plans, progress notes, and discharge summaries.
- Maintain updated client eligibility documentation to ensure program compliance.
- Maintain client records in accordance with HIPPA guidance and Family Eldercare standards.
- Complete accurate and timely progress notes in accordance with funder and Family Eldercare requirements.
- Maintain a regular caseload of 13 – 15 clients, or the number of clients necessary to maintain the full capacity of the program.
- Participate in weekly staff meetings and other required meetings and/or training.
- Completes daily time sheets accurately document time spent with clients and ensure that each grant-related activity is recorded correctly.

Education and Experience:

Education:

- Bachelor's in social work or human services preferred, or a combination of education and experience.
- 1-3 years' experience working with marginalized populations which must include people experiencing homelessness
- Previous experience in Permanent Supportive Housing settings and case management includes scattered-site or onsite operations.
- 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:

- 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 relationships 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
- Bilingual and/or American Sign Language is a preferred skill.

Working Conditions/Physical Requirements:

This position operates in a pet-friendly 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 Managers frequent homes in which there is smoking and pets.

- Ability to interact with clients, volunteers, staff, family, community partners, and other stakeholders.
- Ability to perform the essential job functions safely, consistently, and successfully 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 35 lbs.
- Ability to walk, stand, climb stairs, and ambulate within non-traditional field environments, including shelters, correctional facilities, hospitals, encampments, alleyways, abandoned or poorly maintained properties, and other outdoor community settings.
- Employees must be able to safely navigate environments that may contain uneven and/or wooded terrain, insects, rodents and other animals, excessive debris, strong odors, unsanitary conditions, biohazards, and limited access to hygiene facilities.

Travel

This position requires moderate transportation and will require the use of a personal vehicle. Typical workdays will be based at on-site or scattered site facilities with frequent community visits to client homes and providing clients with escorts 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 can 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 about 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: