



HUD
Permanent Supportive
Housing Case Manager
Job Description

Program: Housing and Homelessness	Reports to: PSH Unit Supervisor
Job Location: Rutherford Office and Scattered Site	Position Status: ☒ Full-Time ☐ Part-Time
FLSA Classification: ☐ Exempt ☒ Non-Exempt	Salary Range: \$22.05 / hour

Job Summary:

Permanent Supportive Housing (PSH) is permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability. Our mission is to ensure that individuals experiencing homelessness receive not only a safe and secure place to live but also access to the critical wrap around support services they need to achieve stability and improve their quality of life.

- **HUD** is a scattered-site program which provide a total of 37 units in three locations in close proximity in Austin, Travis County (Hedge, Veer and Alma). The program mainly serves seniors ages 55 and older, but can serve all ages starting from 25 yrs old. Our client must have a verified disability, which includes chronic health conditions, serious mental illnesses (SMI), and substance use disorders (SUD) and documented history of chronic homelessness. The program supportive services and Peer Support and partner with Central Health to serve 10 residents from their medical respite program. They are included in the 37 total.

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:

- 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
- Ability to develop productive relationships with coworkers and volunteers
- Ability to utilize Microsoft Office software applications, database management, internet, and Outlook calendaring
- Ability to work independently and as a team member with little supervision
- Ability to organize work efficiently and prioritize response to changing needs of the program
- Effective organizational, interpersonal, and multitasking skills
- Ability to interact in a positive manner in person and on phone
- Ability to communicate verbally and in written correspondence
- Ability to make constructive use of supervision
- Ability to pass a criminal history and motor vehicle driving record check

Licenses and/or Certifications:

- Valid Texas Driver's License and active automobile insurance

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 am able to perform all job functions, duties, and responsibilities with or without reasonable accommodation. 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: