



Rapid Rehousing Case Manager

Program: Financial & Housing Stability

Reports to: Team Leader

Job Location: Rutherford Office / Remote

Position Status: ☒ Full-time ☐ Part-time

FLSA Classification: ☐ Exempt ☒ Non-exempt

Salary Range: \$22.05/hour

Rapid Rehousing (RRH) is a housing first intervention designed to help individuals and families to quickly exit homelessness, return to housing in the community, and not return to homelessness.

The RRH case manager facilitates the core components of the RRH for Older Adults including: strengths-based housing stability assessment & housing stability plan, housing barrier mitigation, landlord outreach, housing identification, administering direct financial assistance and comprehensive case management.

Essential Responsibilities:

- Provide RRH services to include comprehensive case management to target population.
- Maintain an active caseload of 20-25 clients, providing regular client contact to ensure goals are met.
- Maintain organized client files both hard copy and electronic in compliance with program and funder requirements. Files will include but not limited to; eligibility & intake paperwork, progress notes, Housing Stability Plan, complete record of all financial transactions, income/benefits.
- Develop and monitor Housing Stability Plan to promote long-term housing stability, support clients to live in safe and humane environments, free from abuse, neglect and exploitation.
- Ensure the client's basic needs are met with his/her benefits by managing, developing a budget and issuing payments as needed.
- Refer and advocate for clients on community resources needed to support the client in achieving long-term stability.
- Develop a deep level of understanding of local housing resources, social services organizations and government benefits and entitlements.
- Collaborate with program staff to provide services and supports necessary to assigned caseload.
- Engage in teamwork functions to provide a professional work environment, staff cases, address program needs and review community resources.
- Attend agency staff meetings, trainings, community meetings including ECHO, BSS+, and other relevant meetings to represent and advocate on behalf of program and client.
- Have a complete understanding of the Best Single Source Plus (BSS+) program including program overview, client eligibility, enrollment procedure, administration of financial assistance, coordination with Landlord Outreach Specialists, etc.
- Locate housing units that are in alignment with client preferences, and negotiate with landlords to help mitigate barriers and obtain housing.
- Comply with HIPAA confidentiality and privacy guidelines.

- Work with ECHO and referral sources, engage with community stakeholders, grassroots and faith based organizations to collaborate.
- Enter data into HMIS that complies with data integrity and data quality standards. Complete detailed, accurate, timely data entry into the Homeless Management Information System (HMIS) **AND** agency database. Adhere to the HMIS Policies and Procedures Manual and license requirements.
- Meet department deadlines.
- Perform special projects as assigned.

Competencies:

- Ability to perform needs assessments and makes appropriate referrals
- Ability to develop clients' budgets and maintain financial records according to standards
- Knowledge of community services, resources, and entitlements and how to access them
- Proficiency with Microsoft Office Software applications
- Ability to develop productive relationships with clients
- Ability to produce quality work, while adhering to contract requirements
- Ability to work independently with minimal supervision, organize work efficiently, prioritize response to changing needs of clients and volunteers, and meet deadlines
- Strong organizational, interpersonal, and communication skills
- Ability to interact in a positive manner in person and on phone
- Ability to make constructive use of professional supervision

Education and Experience:

- Two years of case management experience working with special needs populations: adults with disabilities, homeless adults and/or the elderly population
- Must have reliable transportation, valid Texas Driver's License, and active auto insurance
- Clear criminal background and motor vehicle driving record
- Preferred bilingual proficiency (Spanish)

Work Environment:

- Work occurs in the office setting, client residents, and other remote locations. Direct interactions with clients, including frequent contact with formerly homeless, mentally ill, addicted, and/or trauma victims.
- 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. 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: