

Job Description

Job Title: Rapid Rehousing Case Manager

Program: Housing Program Department

Reports To: Homeless Prevention Manager

Employment Status: Exempt

Job Summary: This is a full time 11 month position within the Housing Program Department. The Rapid Rehousing Case Manager is responsible for providing services for participants in the Rapid Rehousing Program. The program provides medium term rental assistance program that supports single individuals in housing for up to 24 months with the best practices goal of clients graduating within 12 months. Because of this timeline an exemplary Rapid Rehousing case manager needs to be focused and goal oriented. Case load will fluctuate based on a variety of factors.

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Outreaching to homeless individuals to screen for Rapid Rehousing Program. This includes ensuring eligibility and verifying the individuals desire to be housed. This will include occasional evenings at the shelter sites.
- Screening referrals for eligibility. Ensuring client file is fully documented. Verifying that the documentation meets the grant guidelines.
- Collaborating with the housing locator to match potential program participants to appropriate housing options. Maintaining communication with housing locator regarding changes and delays with rent payments. Requesting advocacy support from housing locator when clients face major maintenance issues within the unit.
- Collaborating with partner agency to ensure that they are grant complaint and to problem solve common issues.
- Under the guidance of the Housing Program Manager ensure that grant spending is on track. Strive to have grant funds properly expended including meeting monthly and quarterly goals.
- Provide ongoing life skill development and encourage greater self-determination via regular case management meetings with program participants. Outreaching to current clients who are not actively engaging in case managements services. Every client should be seen no less than once monthly to verify income information and communicate regarding rent payment.
- Developing and updating action plans with the client's input. Documenting every client contact with case notes and other documents.
- Advocating for client's needs. Connecting clients with support services within the community including but not limited to mental health services, medical care, food pantries, energy assistance, and substance abuse counseling. Establishing a broad base of knowledge of community services and communicating appropriate referrals to clients.
- Verify and document client's income. Calculate monthly rents based on HUD's formula. Complete a rent request as per procedure. Ensure that rents are submitted in a timely manner. Communicate changes or issues regarding rent with housing locator and finance office.
- Conduct visits in the client's home to ensure compliance with lease and program agreement. Ensure that clients have basic life skills including but not limited to home care skills. Provide practical life skills training on site as needed.

- Track and report client outcomes in file and in HMIS. Ensure timely entry of data in HMIS. Ensure HMIS data is complete and accurate. Provide monthly reports of programs overall progress to Housing Program Manager. Provide monthly narrative success story to the Director of Housing and as directed. Update client's file throughout program stay, ensure that client files are complete and accurate.
- Carry agency provided emergency phone. Respond to all calls in a timely manner. Address emergency situations immediately and divert non-emergency calls to office hour solutions. Maintain professional boundaries and quality customer service.
- Participate in on site and off site training and meetings as directed.
- Attend internal and external case staffing meetings as necessary to coordinate services. This includes but is not limited to meeting with partner agencies, monthly housing team meetings, and outreach family team meetings.
- Work as part of a team to ensure service delivery to all South Suburban PADS clients. This includes but is not limited to providing support within the housing department and providing case management services to shelter clients.
- Other duties as assigned.

Other: Access to reliable personal transportation is necessary for this position.

Hours: 40 hours per week. Must be willing to work the occasional night or weekend.

Physical Demands: Ability to lift and move 50 lbs.

Knowledge, Skills, and Experience:

- At least 1 year case management experience. Demonstrates strong skills in interviewing, assessment, and engagement. Experience in homeless and housing services preferred.
- Demonstrates good judgement and ability to work independently. Ability to problem solve and use time management skills. Organizational skills are key.
- Ability to work as part of a team. Must have strong oral and written skills. Must respond to calls and messages in a timely manner.

Qualifications: Bachelor's degree in the area of social service. Bilingual, Spanish/English preferred.

South Suburban PADS is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard for race, ethnicity, religion, sexual orientation, veteran status, national origin, or disability. While performing the duties of this job, the employee is regularly require to talk or hear, sit, use hands, reach with hands and arms, stand, walk, and use stairs.

How To Apply: Applicants should submit a cover letter and resume via email to Ms. Regina Stevens at reginas@sspads.org