POSITION: Housing Stability Case Manager

DEPARTMENT: Programs

REPORTS TO: Supportive Housing Programs Director

FLSA STATUS: ___X___ Exempt  ____ Nonexempt

IMPORTANT JOB DETAILS:

JOB SUMMARY:

The Housing Stability Case Manager is responsible for the overall delivery of services and implementation of individualized case plans for the families in Family Gateway’s supportive housing programs including crisis intervention counseling, harm reduction, housing stabilization, job search, and maintaining permanent housing.

JOB DUTIES/RESPONSIBILITIES:

- Provide evidence based case management services up to 40 families with an emphasis on the adult members of the household.
- Complete initial intake and assessments of families to assess their needs in order to implement necessary services and treatment.
- Facilitate relationship building between landlords, residents and DHA.
- Assist residents in applying for and obtaining long term stable sources of income including but not limited to mainstream benefits.
- Follow Housing First methodology
- Utilize harm reduction interventions and methodologies to provide resident centered services that keep them in their housing.
- Attend 4 training a year that increase knowledge of effectively meeting residents’ needs (co-occurring disorders, harm reduction and cultural competence).
- Work closely with other agency programs to maximize residents’ outcomes, program goals and Family Gateway’s mission.
- Provide appropriate resources, tools, and counseling to assist residents in achieving their case plan goals; making referrals for services and following up to ensure the referrals were completed.
- Maintain work schedule as required by program needs with adequate flexibility.
- Document and maintain up to date information on services provided to residents in IRIS within 24 hours of resident meeting or any case development.
• Attend Family Gateway meetings and outside agency meetings as relevant to the position of PSH Housing Stability Case Manager.
• Ensure 87% of residents’ transition to permanent housing.
• Ensure 55% of residents gain earned income/increase income while in the Family Gateway Program.
• Assess needs of residents and develops individualized case plans to lead them to greater self-sufficiency and retention of permanent housing.
• Coordinate on site adult enrichment classes to meet the needs of residents and lead residents to self-sufficiency.
• Arrange and facilitate monthly resident’s meetings/Family events.
• Conduct weekly home visits and/or office appointments with residents to review progress toward goals and self-sufficiency.
• Performs all other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**  _____ Yes  ____ X _ No

**QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:**

Applicant must have a Master’s degree in Social Work or in related field with 2 years’ experience working with diverse populations and families in crisis. Applicants should have or be capable of learning the following skills: counseling, crisis intervention, problem solving, case management, program planning, and time management. Applicants must be able to work independently and provide services to clients with excellence.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid Texas driver’s license required and proof of auto liability insurance.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EMPLOYEE RECEIPT OF JOB DESCRIPTION:**

This job description is not intended to be all inclusive. The agency reserves the right to revise or change job duties. This job description does not constitute a written or implied contract of employment.
I have read and understand this job description. I certify that I am able to perform the
requirements of this job description. I have received a copy of this document.

This is a full-time position requiring 40 hours per week and it is subject to Fair Labor Standards
Act. Work hours are scheduled from 9am-5pm with a flexible late night/weekend. This position
requires traveling between property sites. The Housing Stability Case Manager reports to the
Supportive Housing Programs Director.