



Position Description

Position: **Housing Case Manager**

Status: Full-time (40 hours); Hourly

Position Summary

The Housing Case Manager provides support to the families in the agency's 7-unit, two-year, transitional housing program and helps them prepare for a successful transition into permanent housing. The Housing Case Manager also assists families in other Laurel House programs (shelter, counseling, rapid re-housing, and DARTMAP) with their efforts to secure and maintain stable housing. The position also represents Laurel House in the community by participating in community committee work, as requested.

Essential Duties and Responsibilities

- ❖ Provide individual empowerment counseling and case management for families in transitional housing
- ❖ Assist parents with accessing needed resources for their children (education, recreation, mental health, medical care, etc.)
- ❖ Work with program participants to help them create self-determined goal plans; provide assistance and resource referrals to help them achieve their stated goals
- ❖ Participate in the selection of program participants
- ❖ Gather and keep track of client financial information
- ❖ Maintain accurate records of client payments and employment status
- ❖ Update financial information every three (3) months
- ❖ Maintain complete and accurate records on the status of all apartments and furnishings; ensure that necessary maintenance is scheduled and completed
- ❖ Serve as a resource for former service recipients
- ❖ Implement outcome measurements for the transitional housing program
- ❖ Complete necessary paperwork and records as required for statistical and reporting purposes
- ❖ Assist clients who are referred by other Laurel House program staff (shelter, counseling, DART/MAP and rapid re-housing) with locating appropriate and affordable rental housing resources for long term housing
- ❖ Develop and/or strengthen collaborative relationships with landlords and rental managers to facilitate affordable and available lease options for program participants
- ❖ Develop goal plans with clients and assist in follow-up with goals
- ❖ Advocate with, and/or assist clients in advocating with other systems as necessary
- ❖ Develop and maintain cooperative working relationships with other county and community agencies
- ❖ Other VOCA funded duties as assigned.

Qualifications

- ❖ BA/BS in a human service field
- ❖ Minimum one year experience in a related field
- ❖ 40 hours Domestic Violence Training Certificate (may be acquired upon hire)
- ❖ Criminal History Check/Child Abuse History Check/FBI report

- ❖ Must be able to drive and have reliable transportation
- ❖ Ability to travel between LH locations, client housing locations, and other locations throughout the county
- ❖ Knowledge of effects of domestic violence on the victim and their family
- ❖ Ability to work with individuals of diverse cultural backgrounds and beliefs
- ❖ Ability to work with both adults and children
- ❖ Ability to problem solve
- ❖ Ability to work flexible hours and adapt to change as needed