West Side Catholic Center
Job Description

JOB TITLE: Housing Locator/Case Manager
REPORTS TO: Housing Program Manager
WORK HOURS: Average 40 hours per week; schedule varies; possibly includes one evening per week. Additional hours as needed to fulfill job duties.
FLSA STATUS: Exempt

SUMMARY
Act as a liaison among Zacchaeus staff, Eden staff, clients and landlords to provide homeless families’ appropriate housing as it applies to the Housing First Model for permanent housing stability and landlord/tenant education.

Provide support to family households in preparing for, securing, and retaining permanent housing, by assessing barriers to permanent housing, developing goals, objectives and plans that address the barriers, which includes obtaining and retaining full-time permanent employment and other income; to provide and access supportive services including individual mental health services and monitor progress made toward achieving the goals, objectives and ISP’s; to assist parents in meeting the needs and barriers facing their children; to complete file documentation and reports on results and outcomes.

RESPONSIBILITIES

- Assist clients with identifying housing options appropriate to RRH.
- Use a variety of methods to locate available and appropriate housing to meet the client’s needs.
- Conduct physical inspections for quality and lead-safe status.
- Liaison with landlord, RRH staff and clients to facilitate successful occupancy in Eden identified housing.
- Develop a “housing network” of apartments/housing units suitable for homeless prevention and RRH Program participants.
- Provide initial inspections to ensure compliance with HUD safety standards for housing.
- Attend lease signings
- Act as an advocate for the client.
- Assesses barriers and needs of incoming families and develops individual service plans (ISP), including goals, objectives, and action steps, to address each of the barriers/needs.
- Establishes program expectations with incoming families and monitors compliance. When expectations are not being met, recommends and implements appropriate action to address shortcomings.
- Regularly meets (preferably bi weekly) with program participants to review ISP progress and modify plans as needed to ensure positive outcomes.
- Identifies supportive services required by program participants in order to achieve long and short-term goals and provides and/or accesses applicable supportive services and resources. Accompany participants to appointments as needed.
- Establishes and maintains a positive working relationship with program participants for whom case manager/CPST has shared or sole responsibility. Enhances a Trauma
Informed Service Environment. Treats all clients with respect, dignity and hospitality. Maintains a high level of customer service.

- Initiates appropriate action and crisis intervention with individuals, including, as needed, prompt utilization of community resources.
- Prepares and maintains case notes and files that are adequate to demonstrate efforts of program participant and his/her case manager/CPST. Ensures compliance with productivity standards and documentation for agency, funding and accreditation requirements by maintaining and reporting accurate and timely documentation and statistical data.
- Where outcomes are below expected levels, works closely with supervisor in addressing ways to bring outcomes to expected levels in near-term.
- Provide mental health interventions that address symptoms, behaviors, thought processes, etc. that assist individuals with eliminating barriers to self-sufficiency.
- Communicates and collaborates with the case management team regularly, to provide consistent and effective services to participants.
- Works cooperatively with property management staff and landlords to assist program participants to maintain housing and achieve goals.
- Ability to perform work that requires advanced knowledge (beyond high school) and that is predominantly intellectual in character and consistently includes the exercise of discretion and independent judgment.

PREFERRED QUALIFICATIONS

- Bachelor’s degree with specialization in social, behavioral or human services.
- Minimum one year experience in provision of homeless and/or social services for underprivileged persons.
- Licensed Social Worker or equivalent.

SKILLS AND KNOWLEDGE

- Strong communications skills.
- Excellent interpersonal skills.
- Experience with crisis intervention and/or mediation.
- Good knowledge of community resources.
- Ability to work effectively as part of a team.
- Strong computer skills.

ADDITIONAL REQUIREMENTS

- Valid Ohio driver’s license with good driving record and proof of insurance.
- Hours of work may exceed normal business hours; ability to work non-traditional work hours including weekends and holidays. Will be available for one evening per week and one Saturday per month for face-to-face contact with program participants, when needed.
- Familiarity with working in a Trauma Informed Environment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle, or feel objects, tools or
controls. The employee is occasionally required to stand, walk, sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, and / or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

The noise level in the work environment is usually moderate. While performing the duties of this position, the employee travels by automobile and is exposed to changing weather conditions.

This position requires the employee to work with a diverse population, therefore, there may be exposure to potentially infectious material. Other exposures could include cleaning supplies, chemicals involved in pest control, paint and other materials used in building maintenance.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

_________________________  __________________________
Staff Signature            Date

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Supervisor Signature       Date

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