Title: Housing Case Manager
Salary: $52,000-$58,000

Summary:
We are seeking a dedicated and detail-oriented Housing Case Manager to join our team. The ideal candidate will manage and support a caseload of individuals eligible for rental assistance. This role involves a variety of tasks including recertifications, income and lab requests, case management, reporting, and more. The Housing Case Manager will ensure compliance with program requirements and provide essential services to our clients.

Duties and Responsibilities:

• Assist clients in accessing other services, including but not limited to food, transportation, medical care, benefits, counseling, and emotional support; for more difficult cases, refer clients to agency and/or community-based specialists for assistance.
• Determine what, if any, existing linkages clients may have with agencies that provide needed support services.
• Under the advisement of the Program Supervisor, attend and/or organize case conferences with clients and other agencies to lend support to the process of determining how client crises will be resolved.
• Conduct field visits with all clients on a regular basis
• Document all conversations and meetings with clients and involved agencies through written case management notes.
• Monitor clients’ abilities to meet financial obligations, specifically rent shares and utility payments, and report any difficulties directly to the Program Supervisor.
• Monitor monthly client rent share payments to landlords.
• Keep client files up to date by placing copies of documentation received from Housing Services staff and other agencies in client files.
• Serves as liaison between the program and other housing options for low-income clients and landlords.
• Develop a housing stability plan with each eligible client to identify goals and objectives for successful stabilization, evaluate and adjusts each client’s plan based on progress.
• Work with clients in support of long-term housing sustainability to include paying rent, negotiating with landlords, managing behaviors that may interfere with success in housing, developing crisis plans, connecting with appropriate community resources, and supporting clients’ individual housing goals.
• Gather and submit relevant documents to determine income and rent calculations.
• Develop and implement activities to assist eligible program participants in a seamless approach in locating, securing, and maintaining rental units.
• Interview clients and determine eligibility by completing assessments and develops service plan together with the client that are comprehensive in nature and address all major life areas (psychosocial, medical, financial, etc.), in order to identify barriers to obtaining permanent housing, employment and/or self-sufficiency.
• Ensure that all documentation collected is in compliance with federal, state, and local regulations.
• Collect and analyze data; prepare documents; performs data entry in compliance with set policies and procedures; update records in departmental database systems, complete monthly services reports.
• Find temporary housing opportunities and identifies permanent housing options for program participants; works with utility companies to ensure participants have electricity and water.
• Conduct Apartment Inspections (HQS) under HUD Guidelines with initial client move-ins, annually after that and as needed. Monitor clients’ needs for apartment repairs, extermination services, and heat/hot water and report housing issues. Follow up on any failed HQS inspections in a timely manner and bringing any issues with Landlords when repairs are not addressed within the given timeframes.
• Guarantee a participant’s right to privacy, confidentiality, adhering to HIPAA guidelines, self-determination, non-discrimination, compassionate and non-judgmental care, dignity and respect, and quality case management services.
• Maintain relationships with current landlords as well as build connections with prospective landlords to secure available units.
• Attending ongoing Trainings.
• Perform related work as assigned.

Qualifications:

• Bachelor’s degree in social work, Human Services, or a related field.
• Minimum of 3 years’ experience in case management or a similar role.
• Strong understanding of HIV infection and Substance use issues.
• Excellent organizational and time-management skills.
• Proficiency in data entry and management, particularly with system databases.
• Strong communication and interpersonal skills.
• Ability to work independently and as part of a team.
• Detail-oriented with strong problem-solving abilities.
• Must have a valid US Driver’s License.

To apply email cover letter and resume to: Annette De La Cruz, Director of Housing at adelacruz@liftingupwestchester.org

Lifting Up Westchester is committed to workforce diversity. Qualified applicants will receive full consideration without regard to age, race, color, ethnic background, religion, gender, sexual orientation, national origin or disability.