



## Position Announcement

**POSITION:** Case Manager

**REPORTS TO:** Shelter and Housing Director

**PROGRAM:** Permanent Supportive Housing

**STATUS:** Full-time, Exempt, Essential staff

**COMPENSATION:** \$45,732 annually, full benefits

Seeking a Case Manager to support members in independent housing in scattered sites in the community. The ideal candidate is self-motivated and has experience with housing first, low barrier models. The case manager is on a team of three, has a caseload of members, and will provide assistance with rental and housing stability, case management services, and linkages to resources that result in members finding and maintaining housing. A high level of importance is placed on culturally competent, trauma-informed interaction with members using a harm-reduction and housing-focused approach.

### RESPONSIBILITIES:

#### Provide resource linkage to members

- Provide initial information and screening for potential PSH members to determine eligibility
- Assist members with housing search; contact existing and new landlords to find available units that best suit member needs
- Develop Housing Assistance Plans with landlords and members
- Conduct property inspections
- Assist members in maintaining compliance with PSH participation agreement
- Conduct routine follow-up case management sessions with members, and follow up in a timely manner
- Mediate conflicts between members and landlords and/or roommates
- Maintain knowledge of all available community services and providers

#### Keep accurate and complete member files and data

- Create and maintain files on case management activities, actions to be taken, member outcomes, and member success in meeting the established documented goals
- Provide support in PSH program records and services in compliance with HUD policies, regulatory and funding source requirements
- Maintain member updates in the county-wide OC Connect database system
- Document and report all member concerns that can impact the program security

#### Establish relationships with community partners and service agencies

- Create and maintain landlord relationships, negotiating with landlords to accept tenants they would normally screen out
- Develop and maintain relationships with representatives in other agencies to support individuals rapidly exiting homelessness and attaining services
- Mediate between members and community service agencies to meet member needs
- Foster inter-agency collaborative solutions to ensure members' needs are met in a comprehensive manner
- Attend relevant meetings and collaborative efforts

**QUALIFICATIONS:**

- Appropriate education or experience in human services, including demonstrated experience collaborating with individuals or families experiencing homelessness, substance abuse, and/or mental health concerns
- Prior experience and understanding of causes of homelessness
- Experience working with landlords, local rental markets and/or housing sales
- Knowledge of Housing First; ability to use harm reduction, member-centered, trauma-informed approach
- Valid driver's license; at least state required minimum of auto insurance
- Effective verbal and written communication skills, and effective time management skills
- Computer literacy (i.e., Excel, Outlook, Word, etc.); Ability to learn internal databases
- Analytical and decision-making ability, including effectively resolving conflict and coping with crises
- Cooperative, friendly, helpful attitude with participants, co-workers, and leadership
- Ability to work on a team as well as independently
- Ability to collaborate and maintain positive relationships with external service providers

**WORK ENVIRONMENT**

- Requires ability to sit up to 3-6 hours per day with intermittent occasional walking, standing, and bending
- Occasionally may be required to lift items up to 10 pounds to a height up to 7 feet
- Occasionally may be required to carry items up to 10 pounds for distances up to one block
- Must be able to get to member homes and other locations in the community independently (mileage reimbursement provided)
- Must be available to members on an on-call basis for emergencies

**Application procedure:** Please e-mail resume, cover letter, and contact information for 3-5 professional references to [HR@ifcmailbox.org](mailto:HR@ifcmailbox.org). Position open until filled.

*IFC is an equal opportunity employer and strongly encourages applications from people with lived experience of poverty and/or homelessness, people of color, LGBTQIA applicants, and people with disabilities.*