



Housing for New Hope

Position Description: Case Manager

Housing for New Hope prevents and ends homelessness by providing access to housing, healthcare and integrated services in the Durham community. We currently have an opening for a Case Manager.

Position Summary

The Case Manager will work in the Rapid Rehousing Program to provide intensive case management and supportive services to homeless families transitioning out of emergency shelter into apartment-based housing. The primary office for this position is located within Urban Ministries of Durham. Additionally, the Case Manager will also spend time visiting clients in scattered site housing units throughout Durham.

Responsibilities & Duties

- Provide initial assessment, placement and monitoring with the goal of helping families move from homelessness to stability.
- Provide “ready to rent” training to perspective clients
- Develop Housing Stabilization Plans based on strengths and needs, and individual goals and objectives
- Attend monthly case management meetings with collaborative partners.
- Maintain contact with clients on a scheduled basis
- Maintain accurate client documentation in HMIS data base
- Perform administrative duties as required, including monthly outcome reports
- Network with community service providers to identify programs and resources that will increase client skills and establish goals (life management skills, educational and/or career goals, financial management skills, health and wellness goals and decision making skills)
- Support fundraising and community development projects of the agency
- Participate in on-going training and professional development opportunities.

Qualifications

- Bachelor's degree in social work or related field preferred, with 2 years of relevant experience working with homeless or low-income individuals or families
- Excellent written and verbal communication skills
- Ability to multi-task and manage competing priorities effectively
- Strong organizational skills, attention to detail, and ability to meet deadlines consistently
- Ability to work effectively both independently and as part of a team

- Maturity and professionalism even in stressful situations
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community members
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental illness, and addiction
- Commitment to an empowering, client-centered approach to case management
- Flexible and adaptable work style
- Familiarity with Durham's social service providers and public benefits programs preferred

Compensation: Commensurate with experience and abilities.

To apply: Submit one document that includes your cover letter and your resume via email to:

Rikki Gardner

Director of Operations

Housing for New Hope

rikki@housingfornewhope.org

Applications will be accepted until October 31, 2016 or until the position is filled. Housing for New Hope is an Equal Opportunity Employer and values diversity in its workforce.

For more info about Housing for New Hope, please visit www.housingfornewhope.org