



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 for our Streets to Home program.

Position Summary

The Streets to Home Program case manager will provide intensive case management and supportive services to homeless individuals with the objective of helping them achieve personal goals of becoming self-sufficient and obtaining permanent housing. Case management will include home visits, client advocacy, building rapport with local landlords, and networking with other service providers. In the event that a client loses or is evicted from housing, whenever possible, the case manager will assist the client with researching and identifying other housing options. Access to a personal vehicle is required for this position.

Responsibilities & Duties

- Develop and maintain a referral base for program participants through outreach and distribution of literature and forms to shelters, streets, treatment centers, etc.
- Conduct screening interviews for entry into the program to determine if applicant meets criteria.
- Meet, recruit, and maintain positive working relationships with landlords.
- Assist clients with permanent housing preparation by identifying a place, developing a budget, and evaluating support systems.
- Ensure clients complete the “Ready to Rent” workshop and provide support during the move in and move out processes.
- Develop Housing Assistance Plan with landlords and clients.
- Ensure timely payment of rent to landlords.
- Work with clients to create service plans, making amendments when appropriate, and documenting progress in case files.
- Conduct routine follow-up visit/case management sessions. Follow up in a timely manner on identified issues.
- Network with community service providers to identify programs and resources for clients with a focus on job skills, housekeeping, financial management, health/wellness, and decision making skills.
- Implement strategies that prevent clients from jeopardizing their housing.
- Maintain accurate and up-to-date case files and entering data into HMIS.
- Meet all organizational and governmental reporting and documentation requirements.
- Perform administrative duties as required, including monthly outcome reports.

- 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.
- Excellent written and verbal communication skills
- Ability to multi-task and juggle 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