



POSITION: Supportive Housing Case Manager

EMPLOYED BY: Executive Director

POSITION DESCRIPTION: The Supportive Housing Case Manager serves as the primary case manager and service coordinator for participants in FACETS' Permanent Supportive Housing (PSH) programs. This position provides supportive counseling, community living skills training, and crisis interventions to chronically homeless individuals in residential and community settings.

MAJOR RESPONSIBILITIES:

- Provides case management and program coordination for individuals in FACETS' Permanent Supportive Housing (PSH) programs who are chronically homeless and medically vulnerable as identified through the Vulnerability Index Service Priority Decision Assistance Tool (VI-SPDAT).
- Coordinates participant selection into the programs which may include meeting individuals at local homeless shelters, in places not meant for habitation such as the woods or street outreach, and/or ranking VI-SPDAT scores to ensure the most vulnerable homeless population is selected.
- Coordinates and manages volunteers and mentors assigned to each program participant to ensure their successful transition into the program. .
- Serves as an ongoing liaison between property managers and participants as well as between participants and neighbors.
- Provides mediation and advocacy with landlords on the participant's behalf to develop a workable plan to maintain housing.
- Creates and maintains consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies).
- Coordinates services using a wrap around/HOST/team approach.
- Travels and makes home visits to meet participants as well as works an adjusted work schedule including evenings and weekends as necessary.
- Conducts monthly home inspections for permanent supportive housing participants.
- Informally engages participants through the provision of emergency supports such as food, clothing, hygiene supplies, and similar supports. As participants are engaged, provide case management, information and referral to supportive services as needed including treatment for medical, dental, mental health, substance abuse problems as well as social services, and employment services.
- Provides transportation to medical services sites and dental services as well as information on other resources the individual may access to improve their health and/or level of self-sufficiency.
- Documents all services identified and provided, referrals made, and transportation provided. Enters all data into HMIS.
- Plans and coordinates life skills groups.
- Addresses and if necessary, diffuses crisis situations with participants. Assesses safety issues and assists participants to access emergency services as needed (e.g., mental health services, adult protective services, medical services).
- Assists in managing the FACETS budget for program expenditures.
- Prepares proposals, reports, and statistics for submission to HUD with the Deputy Executive Director's supervision.
- Participates in program staff meetings and conferences to share ideas and plans; works cooperatively with staff to meet FACETS goals.
- Participates in and conducts in-service training for staff development. Actively supports FACETS' mission oriented outcome evaluation and outcome management.
- Represents FACETS in the community, in accord with Agency Mission, Vision, and Code of Ethics.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree plus two years of professional social work/case management experience with homeless and/or at-risk populations. MSW strongly preferred.
- Requires strong familiarity with the chronically homeless medically vulnerable homeless population as identified through the VI-SPDAT.
- Requires knowledge and belief in "Housing First" and "Rapid Re-Housing" philosophy and strategies.
- Ability to work in a fast paced environment and manage an intensive caseload with minimal supervision.
- Knowledge of current social service, homeless, and housing issues and methods/approaches to address issues.
- Ability to use HMIS to establish and maintain case records and to facilitate data collection.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to work a flexible schedule including nights and weekends.
- Ability to schedule and manage workload sufficiently to meet deadlines.
- Ability to lift items weighing 10-20 pounds.
- Valid driver's license, reliable transportation, good driving record, and personal car insurance.
- Ability to drive 15 passenger van.
- Must pass criminal background and Child Protective Services background checks.
- Bi-lingual (English/Spanish) a plus.
- Must be vaccinated against COVID-19 or submit to weekly testing

FACETS is an equal opportunity employer.