



Lead Housing Stability Case Manager Job Description

Objective: Housing for New Hope connects our neighbors to housing and hope. The Lead Housing Stability Case Manager (Lead-HSCM) will serve as a key member of the Rapid Rehousing team and bring a commitment to providing excellent case management and supportive services to our Rapid Rehousing clients. The Lead-HSCM will lead a small (2-4 person) team, that provides intensive case management and supportive services to homeless individuals and families as they take the next step in their journey to stable housing: long-term rental in an apartment or house. The Lead-HSCM will provide leadership to the team provide ongoing case management support tailored to client needs connecting them to community-based services and opportunities with the goal of long-term housing stability.

Reports to: Manager of Permanent Housing Programs

Team: Rapid Rehousing

Supervises: Rapid Rehousing Case Managers

Status: Salaried, exempt

Responsibilities:

1. Provide direct supervision of a team of 2-4 Housing Stability Case Managers, including case conferencing, documentation review, and discharge planning.
2. Manage a caseload of 12-15 households; Coordinate the integration and delivery of case management and supportive services to Rapid Rehousing clients.
3. Coordinate with the Housing Navigation Team to ensure efficient and effective housing searching, lease-up, and move-in processes.
4. Maintain regular communication with the Manager of Permanent Housing, Director of Client Services, and Rapid Rehousing Case Managers on issues involving the community, program, clients, and other stakeholders.
5. Support a team-based environment that motivates and inspires team members to work collaboratively toward the Rapid Rehousing team's goals, meet and exceed established performance goals, and improve client outcomes.
6. Provide initial assessment, placement and monitoring with the goal of helping individuals and families move from homelessness to long-term stable housing.

7. Ensure access to basic knowledge and tools geared toward improving and increasing long-term housing stability including one-on-one and group sessions.
8. Ensure provision of empowering, client-centered approach to case management.
9. Develop Housing Stabilization Plans utilizing approved tools and resources, based on strengths and needs, and individual goals and objectives.
10. Ensure consistent contact with clients based on assessed needs, program policies, and funding guidelines. Client engagement will include on-site home visits.
11. Maintain accurate client documentation in HMIS (Homeless Management Information System) database.
12. Perform administrative duties as required, including monthly output/outcome reports.
13. 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).
14. Participate in on-going training and professional development opportunities.
15. As appropriate, attend case management meetings with collaborative and other community partners.
16. Other Duties as assigned by Supervisor

Qualifications

- Bachelor's degree in Human Services or related field.
- Master's Degree in Human Services-related field (Psychology, Social Work, Mental Health, Criminal Justice, or a related social service discipline) strongly preferred.
- 4-5 years of relevant experience working with homeless or low-income individuals or families.
- 1-2 years of supervisory experience preferred.
- Ability to utilize appropriate tools and approaches for empowering clients (e.g., motivational interviewing).
- 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.
- Demonstrate maturity and professionalism even in stressful situations.
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community partners.
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental health, and/or substance abuse.
- 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 a plus.
- Valid NC Driver License and Car Insurance and willingness to travel in the community.

Salary Range: \$44,000 to \$48,000

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

Tamaira Johnson

HR Manager

Housing for New Hope

jobs@housingfornewhope.org

Application review will begin immediately and continue until the position is filled.

Academic, MVR and criminal checks will be conducted before a final offer is made.

Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit, and business needs.