



Housing Stability Case Manager Job Description

Objective: Housing for New Hope connects our neighbors to housing and hope. The Housing Stability Case Manager will provide progressive 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 Housing Stability Case Manager provides 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: Supportive Housing Program Manager

Team: Client Services, Supportive Housing

Status: Full-time, exempt

Responsibilities:

1. Demonstrate care and develop significant trust with clients while maintaining strong boundaries in client relationships.
2. Assist clients in ending the cycle of homelessness by moving them from unsheltered homelessness to appropriate housing and accessing necessary community resources using a Housing First philosophy.
3. Provide individualized client support, using evidence-based case management tools, through the entire journey by helping each client develop a plan to address their barriers, increase their income, and maintain and sustain permanent housing.
4. Maintain consistent contact with clients based on assessed needs, program policies, and funding guidelines. Client engagement will include on-site home visits.
5. Maintain accurate client documentation in HMIS (Homeless Management Information System) database in compliance with agency, COC, and HUD guidelines and expectations.
6. Perform administrative duties as required, including monthly outcome reports.
7. Work collaboratively with community professionals concurrently supporting clients to ensure ongoing coordination of services (life management skills, educational and/or career goals, financial management skills, health and wellness goals and decision-making skills).
8. Participate in on-going training and professional development opportunities to increase knowledge and skills to provide effective support.
9. Participate in community meetings and other activities as requested by supervisor or agency leadership.
10. Attend workshops, trainings, and webinars as necessary to increase skills and knowledge to provide effective support.
11. Abide by and maintain compliance with agency's policies and procedures.

12. Other duties as assigned.

Qualifications

- Minimum bachelor's degree in human services or related field.
- Three years of experience providing case management with vulnerable and/or disabled populations. One to two years' experience working with individuals or families experiencing homelessness preferred.
- Commitment to an empowering, client-centered approach to case management, including best practices such as harm reduction and motivational interviewing concepts and strategies.
- 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.
- Flexible and adaptable work style.
- Familiarity with Durham resources and supportive services preferred.
- Valid NC Driver License and Car Insurance and willingness to travel in the community.

Compensation: Commensurate with experience and abilities. Benefits package offered.

Salary Range: \$40,000 to \$45,000

To apply: Submit one document that includes your cover letter and resume via email jobs@housingfornewhope.org to:

Tamaira Johnson, Manager of HR and Finance
Housing for New Hope
18 W. Colony Place, Suite 250
Durham, NC 27705

Applications will be accepted 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 need.