



Position Description

Housing Stability Case Manager

The Sharing Center (TSC) is celebrating 35 years of preventing hunger and homeless in Seminole County and we are looking for a new team member to help us grow. The Sharing Center is currently seeking a Housing Stability Case Manager to join us. This role will report to the Senior Director of Operations.

The Sharing Center is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Overall Responsibility: The Housing Stability Case Manager (HSCM) will provide case management to participants experiencing homelessness in the Rapid Rehousing Program. This is a field-based position responsible for providing client centered services involving a great deal of direct service interaction. The HSCM follows established evidenced based best practices to create a safe and stable environment for participants; the HSCM's knowledge and understanding of relevant resources is intended to be housing-focused, trauma-informed and oriented toward partnering with families by coming along side and walking them toward their goals. This position requires a high degree of professionalism, commitment and adaptability in order to effectively uphold community values while maintaining an environment of dignity, respect and collaboration with participants and partners.

Responsibilities include:

- Maintain a case load of up to twenty-five families referred by the Coordinated Entry System, for short term rapid rehousing caseloads will average around 15.
- Work collaboratively with participants to help address issues that may impede access to housing
- Practice core principles of Housing First, Trauma Informed Care and Motivational Interviewing
- Complete required assessments with families as part of rapid rehousing program intake procedure
- Provide strengths-based, flexible and responsive case management supports to participants
- Partner with families to identify their goals/visions for themselves and children
- Develop housing stability plans based on identified goals/visions for both adults and children related to obtaining or maintaining housing, income or other service needs
- Conduct bi-monthly home visits and weekly communication with families to review progress, coordinate services, and assist participants with established goals or divert them from crisis
- Facilitate housing placement process for each participant and serve as liaison between families, landlords, utility providers and other agencies when needed
- Assist with move-ins to housing to ensure the participant has necessary household items and basic understanding of their responsibilities as a tenant

- Provide participants with connections to services and resources that may support their safety, well-being and/or achieve their long-term stability
- Network with community resources for housing, employment, substance abuse treatment, mental health treatment, training, and make referrals as appropriate
- Obtain signed release of information forms and communicate regularly with staff at treatment programs, and vocational programs;
- Complete data entry in the Homeless Management Information System (HMIS); data entry includes case notes within five (5) business days of contact, self-sufficiency assessments and related participant information and updates
- Maintain accurate and detailed case files (both physically and electronically) on each participant including copies of all intake documents, case plans, monthly budgets, and other program forms
- Participate in registry and service coordination meetings, case conferences and training programs
- Demonstrate effective communication skills in building relationships with peers and participants
- Other duties as assigned in support of CES operations and the implementation of rapid rehousing

Time Requirements: The Housing Stability Case Manager is an hourly contract position and requires some evenings and weekends.

Qualifications:

- Understanding of the causes and consequences of homelessness
- Knowledge of homeless services, case management, mental health, permanent supportive housing and rapid rehousing experience preferred
- Ability to effectively serve a very diverse population with aptitude in the areas of conflict resolution, critical thinking and problem solving
- Bi-lingual candidates, veterans and persons with lived experience are encouraged to apply
- Participation in bi-weekly Registry meetings, case conferences and other relevant Continuum of Care and/or Coordinated Entry System activities
- Welcoming demeanor and strong oral and communication skills
- Demonstrated knowledge of Microsoft Office
- Experience with HMIS is valued
- Willingness to train and participate in on-going professional development
- Ability to balance and prioritize multiple tasked and/or deadlines
- Regular access to a car for community-based navigation and case management services
- Desire to support individuals and families experiencing homelessness
- Experience working with youth and families in a support capacity
- At least two years of case management (or equivalent) experience
- A bachelor's degree or equivalent work experience and training
- Must be proficient in written and verbal communication.

Certificates, Licenses, Registrations

- Hold a valid driver license in accordance with The Sharing Center's Motor Vehicle Policy.
- Must have reliable transportation to travel in the tri-county area (Orange-Seminole-Osceola).

Salary Range: \$17.42 an hour

All qualified applicants please submit cover letter, resume, and portfolio to Dan Ryan no later than October 19th, 2021 at dan.ryan@thesharingcenter.org .