



Heading Home

Job Title: RRH Case Manager
Program: Heading Home Housing
Reports To: Housing Director
Hours: 8:30 am – 4:30pm

Exempt Non-Exempt

Position Summary:

The Case Manager is responsible for the case management and housing services of the Rapid Rehousing program. This case manager is responsible for the immediate rehousing of individuals and families. During the COVID-19 pandemic, visits may be conducted face-to-face, via Zoom, or telephonically. All services are focused on moving the client to a more permanent housing situation within the maximum 12 months of rental assistance.

Essential Duties & Responsibilities:

- Provides intensive case management and housing coordination, focused on transitioning clients to permanent housing
- Provides case management
- Assists clients in their housing search
- Determines clients' needs by conducting initial assessments
- Assists clients with securing appropriate resources for mental health services and treatment and substance use management by connecting them with site service partners
- Provides benefits counseling and advocacy
- Assists clients with basic money management and other independent living skills training and assistance
- Maintains clients' records
- Accurately documents visits via case notes
- Provides client status updates and discharge information
- Participates in case staffings
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks
- Must be HMIS certified or able to achieve certification or work with Heading Home HMIS personnel

The responsibility of all Heading Home employees includes the following:

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.

- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

Qualifications:

Must have excellent written communication skills in order to complete all required documentation and effectively communicate client progress. Applicants with specialized training in client engagement, motivational interviewing, conflict resolution, harm reduction, early childhood development and trauma informed care, are preferred. Prior work experience with individuals experiencing homelessness is required.

Education and/or Experience:

This position requires a degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice, Family Studies or a related degree and one year of any combination of experience. Prior experience may be substituted for degree.

Skills:

- Excellent computer and keyboarding skills.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain positive interpersonal skills across a broad range of professional situations.
- Ability to meet deadlines.
- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.
- Ability to communicate effectively orally and in writing.

Other Requirements

- Valid New Mexico driver's license and reliable transportation.
- Ability to navigate stairs, ladders, ramps and uneven terrain.
- *CPR/ First Aid Certification or ability to become certified within 30 days of hire.

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: _____ Date: _____
RRH Case Manager

Signature: _____ Date: _____
Housing Director