



GREGORY HOUSE PROGRAMS

JOB DESCRIPTION

Position Title: Housing Case Manager **Date:** 01/15/2021

FLSA Status: Full Time, Non-Exempt

Supervised by: Program Director

Primary Responsibilities: Under the supervision of the Program Director, provides housing navigation to Gregory House Program participants and applicants to support decision making to realize outcomes of a successful permanent housing placement. Processes emergency assistance applications and provides case management to program participants, as determined by the Program Director. Case management duties include: determining program eligibility, assessing case management needs (medical, mental health, substance abuse, and housing), developing housing plans, and providing follow-up assessments. The Housing Navigator/Case Manager provides medical, behavioral health, and substance use screenings, provides motivational interviewing, harm reduction counseling, health education, treatment adherence counseling, and assists program participants with navigation through the medical, mental health, and substance use systems. The Housing Navigator/Case manager also provides tenancy skills, landlord communication, and ensures that the program participant is eligible for assistance.

Essential Duties:

- Assists participants to identify and view apartments, complete applications and prepare for interviews with landlords.
- Assists participants with setting up of utilities and signing of leases.
- Performs housing retention support and eviction prevention counseling.
- Advocates on behalf of clients to ensure equity of treatment.
- Identifies and recruits landlords and encourages them to rent to homeless households served by the program.
- Works in collaboration and consultation with other homeless outreach programs and personnel as part of a seamless continuum of service.
- Assist clients with completing and submitting applications for all eligible low income housing (Section 8, public housing, elderly housing, etc.)
- Collects financial information from all GHP rent subsidy program participants, performs rent calculations and housing inspections, and completes rent roll monthly.
- Collects and enters all required client level data using the Homeless Management Information system in accordance with all data standards, policies and procedures.
- Promotes housing and medical stability: create and amend housing plans with measurable and timely goals to promote health, engagement in medical care and behavioral health services, stable income and stable housing. Assists participants to identify co-housing with a friend or family member, if appropriate.
- Facilitates referrals to medical, substance use and supportive services and provide advocacy as needed.
- Maintains up-to-date documentation; ensure electronic records are up-to-date to

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determine continued eligibility and accurate rent calculations; ensure required funder documents are signed and on record.

- Ensures client confidentiality.

Other Duties:

- Assist the Executive Director, Program Director, and Housing Case Managers in their duties as required
- Develops relationships with community service providers that will promote treatment and support services for program participants and will assist a client with successful independent housing, such as medical providers, substance abuse facilities, mental health providers, Social Security, Division of Vocational Rehabilitation, food banks and Department of Human Services (welfare and SNAP), etc.
- Represent Gregory House Programs in the community as requested and maintains good working relations with other agencies and persons providing services and support to participants.

Working Conditions: Indoors office in air-conditioned rooms; outdoors while viewing apartments.

Work Hours: 5-day work week, 8 hours a day.

Equipment Use: standard office equipment. Use of own vehicle.

Physical, Mental, and Communication Demands: Requires use of discretion and judgment; requires working to established procedures, maintaining reliable work attendance; may require working under minimal supervision; requires verbal communication skills and following oral and written instructions; some heavy lifting.

Skills/Knowledge: In addition to meeting the mental, physical, and communication demands listed above, requires knowledge of substance abuse and mentally ill issues and basic Microsoft Office applications.

Education/Experience: Associate degree required; BS/BA degree in social work preferred; two years in substance use and/or mental health services field required, preferably dealing with housing issues; one year working with, or caring for, persons with disabilities required. Requires ability in conflict resolution within a housing facility context.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.