



GREGORY HOUSE PROGRAMS

JOB DESCRIPTION

Position Title: Transitional Housing Case Manager **Date:** 09/1/2019

FLSA Status: Full Time, Exempt **Supervised By:** Director of Transitional Housing Programs

Primary Responsibilities: Under the supervision of the Program Director, provides a safe, supportive and healthy environment for residents; assists residents address issues that affect stability and quality of life while developing skills to live independently; facilitates the transition of residents to permanent housing as rapidly as possible.

Essential Duties:

- Promote housing and medical stability; address issues that affect medical, behavioral health, addiction, income and housing stability; assist residents with setting goals towards independent living; provide regular counseling to track progress on housing plans and amend plan as needed; provide housing case management services; provide tenancy skills, and, facilitate and coordinate linkages to supportive services, and provide advocacy as needed.
- Develop housing plans with participants with the primary goal of securing permanent housing as rapidly as possible and helping participants build motivation for change.
- Refer participant to services that address physical health, mental health, addiction, legal and financial needs; assist participant with obtaining identification and other necessary documents; financial assistance, financial literacy services, education, vocational and employment opportunities; food banks and thrift stores; and permanent housing assistance programs.
- Knowledgeable of contract requirements (eligibility, record keeping, reporting, etc.), program policies and procedures, and the Program Requirements/House Rules.
- Strictly and fairly enforce the program rules and initiate disciplinary action when warranted; in coordination with Transitional Housing Manager and Clinical Program Director, determine whether a resident's behavior is appropriate for continued residency
- Conduct weekly meetings with participants: update on activities and events, interpret rules, hear resident concerns and build a sense of community among residents.
- Maintain up-to-date documentation; ensure that records are in compliance with contract requirements.
- Ensure participant confidentiality.
- Assist the Program Director as needed with the operations of facility.
- Coordinate with GHP housing navigator to assist participant with completing housing applications, identifying and viewing apartments and meeting with landlords/property managers.

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Other Duties:

- Assist the Executive Director, Clinical Program Director and Program Director in their duties as required
- Represent Gregory House Programs in the community as requested and maintain good working relations with other agencies.

Working Conditions: Transitional shelter, in/outdoors, air-conditioned rooms.

Work Hours: 4-day work week, 10 hours a day; Monday to Thursday 10 a.m. to 7 p.m. or 5-day work week, 8 hours a day; Thursday to Monday 9 a.m. to 5 p.m.

Equipment Use: standard office equipment, company 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; ability to climb stairs, and lift 30 pounds.

Skills/Knowledge: In addition to meeting the mental, physical, and communication demands listed above, requires excellent communication skills in written and spoken word; proficiency using standard technology including Microsoft Office, online data collection systems and conducting online research. Valid driver's license required and clean driving record required.

Education/Experience: Requires BS/BA degree, or equivalent experience. Requires three years of experience working with people experiencing or have a history of homelessness, HIV, mental illness, and/or substance use disorders. Requires ability to resolve conflict within a housing facility context.