



GREGORY HOUSE PROGRAMS

JOB DESCRIPTION

Position Title: Case Manager, Rapid Rehousing

Date: 11/1/2020

FLSA Status: Full Time, Non-Exempt

Supervised by: Clinical Operations Director

Primary Responsibilities: Under the supervision of the Clinical Operations Director, provides screening, assessments and comprehensive case management to program participants who are referred to Gregory House Programs (GHP) via the Coordinated Entry System and those who are enrolled in a short- to medium-term rapid rehousing program. The Rapid Rehousing case manager provides tenancy skills, financial counseling and landlord communication coaching, and ensures at all times that the program participant is eligible for rental assistance. The Rapid Rehousing case manager also assists program participants with navigation through the medical, behavioral health and substance use systems, along with the public benefits system and employment opportunities, to facilitate long-term sustainability in permanent housing.

Essential Duties:

- Be knowledgeable of the Oahu Continuum of Care and City and County Emergency Solutions Grant Rapid Rehousing program guidelines and program policies and procedures.
- Collaborate with the Partners in Care Coordinated Entry System team to request referrals and participate in weekly case conferencing.
- Assess homeless individuals and families, and collaborate with homeless service providers to determine whether a short- or medium Rapid Rehousing program is suitable for the household.
- Determine eligibility and review the Rapid Rehousing program to program participants and provide the Program Agreement detailing various aspects of the program, their participation, the limited duration of rental assistance, and their ability to successfully transition out of Rapid Rehousing assistance to independent housing.
- Strictly and fairly enforce the Program Agreement and initiate disciplinary action when warranted.
- Promote housing stability: develop housing service plans with participants using measurable and timely goals to promote stable income and stable housing. Assist with identifying appropriate housing for the program participant.
- Conduct unit inspections, recertifications and rent calculations initially and quarterly, and telephone contacts and/or home visits monthly. More frequent contacts depend on the needs of the client. Maintain written correspondences.
- Maintain up-to-date documentation; ensure electronic records are up-to-date to determine continued eligibility and accurate rent calculations, and ensure required funder documents are signed and on record.
- Maintain relationships with landlords to ensure that participants abide by their lease agreement.
- Attend meetings and trainings as scheduled.
- Ensure client confidentiality.

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Other Duties:

- Assist the Executive Director, Clinical Operations Director, and case managers in their duties as required.
- Represent Gregory House Programs in the community as requested and maintain good working relations with other agencies and persons providing services and support to people experiencing homelessness and unstable housing.

Working Conditions: Indoors, air-conditioned rooms; home visits as needed.

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

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

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.

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. Valid driver's license and clean driving record required.

Education/Experience: At minimum, a Bachelor's degree and two years of social work experience in homelessness, mental health and/or substance use required. Requires ability to resolve conflict.

Approved by: _____

Date: _____

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.