



Our mission is to provide safe shelter and help people improve the quality of their lives as they move beyond homelessness.

Visit shelterhouseiowa.org to learn more!

Position Title: Housing Case Manager

Key Responsibilities:

1. Provide case management services to participants of the Rapid Re-Housing program so that participants are supported in moving beyond homelessness.
2. Accurately record client data and statistics including: demographic, outcome measures, goals objectives and grant specific requirements for those respective federal and local grants, and maintain all client records, files, and reports to ensure accuracy, confidentiality, and security.
3. Build and maintain relationships with local landlords and community partners.
4. Work within a team of case managers to ensure continuity of care.

Reports to: Rapid Re-Housing Program Manager

1. Key Responsibility (60% of time): Provide case management to participants in the Rapid Re-Housing program helping individuals and families quickly exit homelessness and return to permanent housing. Participants in case management should receive high performing services in accordance with Shelter House policies, mission, vision, and values.

So That:

- A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.
- Utilize motivational interviewing, trauma-informed care, and harm reduction models to provide direct services and service coordination to clients.
- You provide housing stability focused case management services related to meeting the housing needs of clients and helping them to prevent any episodes of homelessness. Services may include: problem solving, crisis intervention, education on tenant rights and responsibilities, mediation services, tenancy supports and coordination with landlords.
- You operate from a Housing First approach.
- You assess participants needs, provide appropriate referrals, connect to area resources, and provide the appropriate level of support to each client.
- You complete home visits with participants.
- You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency client situations.

2. Key Responsibility (20% of time): Accurately record and maintain documentation, files, and data collection as required by local, state, and federal grants

So That:

- You obtain the appropriate licensure to access Service Point: Homeless Management Information System.
- Maintain thorough and up to date client files, input client data and client progress information into database, present cases to Program Manager for service plan formulation and provide all required information for weekly/monthly/quarterly/annual reports.
- Confidentiality in client information is always maintained.

- Intake and exit procedures are thoroughly conducted in a timely manner, including any relevant program record keeping programs, ServicePoint HMIS documentation and other agency required paperwork.
- Appropriate program forms pertinent to client information and confidentiality are organized, as complete as possible, and secure.

3. Key Responsibility (10% of time): Build and maintain relationships with local landlords and community partners

So That:

- You respond to landlord concerns in a timely manner.
- You maintain a high level of professionalism in community settings.
- You negotiate Fair and Reasonable Rents and complete contracts with landlords & property managers.
- You demonstrate a high-level of advocacy for program participants within community settings both private and public.
- You provide housing stability focused case management services related to meeting the housing needs of clients and helping them to prevent any episodes of homelessness. Services may include: problem solving, crisis intervention, education on tenant rights and responsibilities, mediation services, tenancy supports and coordination with landlords.
- You build positive relationships with community partners to ensure a high level of collaboration.

4. Key Responsibility (10% of time): Work within a team of Case Managers to ensure continuity of care.

So That:

- You are actively engaged with department matters, support other staff when crises arise.
- You attend and are actively engaged in required agency meetings, such as all-staff and department meetings, and attend and are actively engaged in required trainings.
- You complete other duties as assigned by the Rapid Rehousing Program Manager.

Qualifications:

1. Knowledge, skills and abilities consistent with Bachelor's degree in human services related field, or minimum two years related experience.
2. Demonstrated knowledge and experience with area services, community partners, and resources.
3. Commitment to operating within a trauma-informed workplace that demonstrates a balance of kindness, competence and care toward self, colleagues, and populations served.
4. Minimum of one-year direct service experience
5. Proficiency in Windows based computer environment and Microsoft Office Suite.
6. Good written, verbal, and interpersonal communication skills.
7. Possess a valid driver's license and reliable transportation to get to and from work shifts.

Compensation is commensurate with experience. The position is a full-time position that includes health, dental, and retirement benefits. Interested applicants should send their resume, a cover letter, and three references directed to Rachel Lehmann, Rapid Re-Housing Program Manager at hr-staff@shelterhouseiowa.org. Applications will be accepted until filled. Shelter House is a United Way Agency and an Equal Opportunity Employer