

Rapid Rehousing (RRH) Case Manager



Essential Duties & Responsibilities

1. Conducts interviews and assessments to accept, deny, and refer applicants.
2. Verifies and documents the eligibility of applicants and maintains comprehensive, accurate service records for all approved or denied clients.
3. Assist clients in identification of strengths, needs and goals. Develop an individualized housing stability plan in cooperation with the client. Monitors and evaluates client progress.
4. Assist individuals or families in locating, obtaining, and retaining suitable housing through housing search and placement services.
5. Provides case management services related to meeting the housing needs of program participants and helping them obtain housing stability.
6. Assists program participants in learning critical skills related to household budgeting, money management, accessing personal credit reports, and resolving personal credit issues.
7. Provides problem solving and crisis intervention services to empower clients to develop self-sufficiency.
8. Work may be completed in client homes, homeless shelters, office space, and other non-traditional settings. Ensure safety and security measures for in-home/outreach services are followed.
9. Ensures required information is collected and reported in a timely manner.
10. Provides program information and referral services to clients and homeless service providers.
11. Demonstrates knowledge of current community and resources to meet client needs.
12. Demonstrates ability to help clients effectively by utilizing community resources to obtain self-sufficiency.
13. Evaluates efficiency and effectiveness of community service providers on an ongoing basis to ensure clients are receiving quality care.
14. Ability to work independently, with little supervision, and as a part of a team.
15. Displays a courteous and caring attitude at all times to the clients, volunteers, and visitors of the agency.
16. Abides by all specific program and agency procedures, policies, and requirements.
17. Cooperates and collaborates with program area staff, volunteers, and other agency staff.
18. Ability to evaluate program services and make recommendations.
19. Develops personal and program related skills through participation in internal and external training opportunities including printed material and audio and/or visual media.
20. Ability to develop positive working relationships with clients, referral sources, service agencies, landlords, and others encountered in the course of work.
21. Creates, maintains, and shares as appropriate a dynamic self-care plan.
22. Strives to make connections between the agency and the larger community whenever possible in order to contribute to the agency's ongoing fundraising and friend-raising efforts.
23. Travel is required, including use of personal vehicle.
24. Performs other program related duties as assigned.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.