

JOB POSTING: HOUSING FIRST CASE MANAGER

Position Title: Housing First Case Manager
Classification: Non-exempt status
Reports to: Residential Services Director
Hours Per Week: 40, flexibility around evenings and weekends required
Anticipated Start Date: ASAP

Safe Homes of Orange County is a not-for-profit 501(c) (3) located in Orange County, NY, which has grown from a grassroots, small group of committed individuals in 1986 to an organization, leader, and resource in the field of intimate partner violence and human trafficking advocacy and services provision. Our many programs include a Family Justice Center, emergency shelter, legal program, anti-trafficking program, individual and group support, advocacy, therapeutic counseling, Risk Reduction Response Programs, systems-based advocacy and collaboration, community education and outreach, and Sullivan County non-residential programming.

Duties & Responsibilities:

The Housing First Case Manager is responsible for the provision of supportive and intensive case management and permanent housing location for individuals, and their children, experiencing chronic homelessness and domestic violence. Referrals come directly from agencies and shelters serving homeless populations in Orange County, including Safe Homes of Orange County and HONOR Ehg. The Housing First Case Manager will assist residents in Safe Homes emergency shelter(s) for victims of domestic violence in the early stages of their shelter stay in evaluating their housing needs and vulnerabilities, and will facilitate appropriate linkages with community agencies and service providers.

Responsibilities (shall include but not be limited to):

- Provide culturally informed emotional support and crisis intervention to individuals residing in shelter and living in Housing First program apartments.
- Provide strengths-based case management and service coordination services designed to assist clients in obtaining and maintaining stable housing.
- Provide nonjudgmental and supportive hotline counseling and shelter screenings, assessments, safety planning, intake interviews and discharges.
- Facilitate housing support group for adults in shelter as scheduled
- In collaboration with each client, develop individualized service plans that address short term and long term goals.
- Provide ongoing field-based/ mobile case management services in the areas of, but not limited to: independent living skills, housing stabilization, money management, community integration, employment linkage, benefits establishment, linkage to community providers for substance abuse, primary and mental health care, and all other services needed to assist clients in reaching their service plan goals.
- Engage in ongoing assessment of client goals and progress, and advocate for the needs of clients with community agencies, including DSS, Social Security, medical providers, courts, counseling agencies, landlords, etc. to ensure service plan outcomes are met or changed, as needed.
- Collaboratively work with qualified individuals to find and secure permanent housing options for program participants.
- Use evidence based practices in service delivery such as intensive case management, Motivational Interviewing, Harm Reduction, Critical Time Intervention and Housing First practices.
- Provide appropriate information and referrals, and facilitate client connections with necessary services providers/agencies, including programs within Safe Homes, and maintain collaboration to maximize participant outcomes, program goals and agency mission
- Conduct crisis and risk assessments in consultation with Safe Homes supervisor, HONOR and/or Orange County Continuum of Care (CoC) Coordinator, as necessary and appropriate.

- Accurately and thoroughly complete all assigned paperwork and documentation, including intakes, discharges, monthly/quarterly services reporting, staff communication log, group attendance records, and time sheets within allotted timeframe.
- Ensure accurate, appropriate and timely documentation in client files and agency database, in accordance with agency protocol as well as HUD standards.
- Attend and actively participate in scheduled staff meetings, case conferencing and other meetings and trainings, as requested.
- Report suspected cases of child abuse and maltreatment in accordance with NYS regulations.
- Complete safety checks of the shelter residence as scheduled; complete all other duties necessary to maintain a safe and cohesive environment for the well-being of individuals and families in residence.
- If necessary, assist with basic housekeeping in the shelter including cleaning, steaming and preparation of bedrooms for families.
- All other duties as assigned.

Qualifications:

- 4 year degree and/or experience working with domestic violence victims and/or homelessness as well as experience working with individuals in a home-based program and/or residential shelter setting.
- Ability to work in a fast paced, crisis oriented environment: assess priorities, take initiative, handle multiple assignments and meet deadlines.
- Spanish language skills (both written and oral) a plus.
- Ability to maintain effective working relationships with others, communicate clearly, exhibit patience and demonstrate understanding toward client population being served.
- Ability to work well independently as well as cooperatively and supportively as part of a team.
- Experience working with diverse populations and seeks understanding of cultural differences.
- Exercise sound judgment in responding to problems and managing crisis.
- Understand and work from a feminist philosophy of empowerment, and support SHOC mission.
- Display commitment to ending violence against women and children and a commitment to social change through active participation in working towards ending racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression; demonstrate willingness to gain understanding of issues of oppression, battering and sexual assault.
- Model and uphold appropriate boundaries in work with clients, co-workers, supervisor, and community
- Possess strong communication skills (both written and oral).
- Ability to lift up to 50 pounds, navigate stairs, and periods of sitting, standing and walking required.
- Valid and insurable driver's license, as well as reliable transportation, is required.
- Successful completion of a background check, including the Statewide Central Registry (SCR), Exclusion List (SEL) and criminal history information.

Cover letter AND resume required. Please submit via email or fax ONLY to:

Attention: Stephanie J. Molinelli, Residential Services Director

Email: smolinelli@safehomesorangecounty.org

Fax: 845-562-0140

Safe Homes of Orange County is a not-for-profit, equal opportunity employer committed to a diverse, culturally sensitive work environment and prohibits discrimination due to race, color, age, religion, sex, sexual orientation, gender and identity, disability, and national origin in employment and delivery of services. All are encouraged to apply.