

Haven House Services Job Description

Title: Transition in Place Case Manager	FLSA Status: Non-exempt	Employment Status: Full-time
Reports To: SO/TIP Operations Coordinator	Department: Crisis and Homeless Services	Last Evaluated: 3/14/2021
Location: Main office	Supervisory Responsibilities: None	
<p>Summary: Partner with youth to advocate and guide them toward collaborative goals in the areas of basic needs, employment, and rental assistance.</p>		
<p>Specific position duties and responsibilities:</p> <ul style="list-style-type: none"> • Processes crisis calls, monitors and assists youth participants. • Provides direct care service to youth participants, to include recruiting and screening participants for housing program and completing intakes and assessments associated with program admission. • Provides intensive case management services to include, but not limited to connecting youth to appropriate services through referrals, accessing resources and benefits that will support independent living and locating appropriate housing. • Provides supportive services that will support maintaining permanent housing, to include but not limited to delivery of life skills classes/interventions. • Provide aftercare for discharged clients. • Fosters relationships between clients, property owners, employers, service providers and other identified supports for client success. • Build new relationships with potential property owners. • Maintains and updates all client data in the Homeless Management Information System (HMIS) and on other required reports in a timely and accurate manner (WellSky EH • Keeps accurate client records which are updated in a timely manner and comply with internal policies and procedures, as well as all regulatory guidelines. • Shares on-call responsibility. • Conducts home visits in accordance with the program's policies and procedures. • Participates in and represents agency at collaborative meetings within community agencies and/or committees within the agency <p>General agency duties and responsibilities:</p> <ul style="list-style-type: none"> • Completes all required trainings • Participates in agency outreach and fundraising events • Demonstrates a willingness to assist in other agency programs as needed • Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities • Displays sensitivity to the service population's cultural and socioeconomic characteristics • Strives to embody the agency's Code of Ethics while working towards the agency's Mission • Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership • Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community • Other duties as assigned 		
<p>Minimum qualifications:</p> <ul style="list-style-type: none"> • Bachelor's degree in a human service field from an accredited institution • Two years of related experience and/or training with at-risk youth and/or the homeless population. 		
<p>Knowledge, skills and abilities:</p>		

- Knowledge of local community resources
- Experience with client documentation and file management
- Strong written and verbal communication skills

Other requirements:

- Valid North Carolina Driver's License and satisfactory driving record
- Personal vehicle for use in conducting home visits and/or transporting clients in the event agency vehicles aren't available
- Proof of current/valid car insurance
- Acceptable background report
- Negative drug screen results

Work environment:

- Occasional evening and weekend hours required
- Culture of care and wellness in the office
- Occasional exposure to outside weather conditions
- Potential exposure to bloodborne and/or airborne pathogens

Employee printed name: _____

Employee signature/date: _____

Supervisor printed name/date: _____

Supervisor signature/date: _____