



JOB DESCRIPTION

Position Title	Department	Reports to
Housing Case Manager	Housing	Brenna Zawacki
Employment Status	FLSA Status	Effective Date
Full-Time	Exempt	

POSITION SUMMARY

Good Samaritan's mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

The Housing Case Manager is responsible for providing solution-focused, person-centered support to homeless households and/or households at risk of becoming homeless during the entire re-housing/eviction prevention process. This often includes assisting with housing search, attending frequent in-home case management meetings, and offering aftercare support services. Having a basic understanding of rental rules, a proven ability to assess and determine assistance needs for households in crisis, and providing a case management process that is organized, objective, and ethical are expectations for this role.

The Housing Case Manager must have reliable transportation and be able to commute throughout all of Ottawa County. This position may work primarily from our Holland or Grand Haven office. Work location will be based on the organization's need and candidate preference.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

1. Assist homeless participants in locating, securing and maintaining housing of their choice using the strength based model of housing case management
2. Conduct regular home visits and connect with landlords and other service providers to assist households with meeting both long term and short-term housing and income goals
3. Compile and prepare appropriate tenant payment requests within a tight timeframe, and calculate tenant rent portions based on household income and monthly rental amounts
4. Organize and manage time so all reports, notes, documents and client files are current, accurate, and completed in accordance with both HUD and agency regulations

5. Collect and input data into the Homeless Management Information System (HMIS), within set time limits, and effectively review data for deficiencies or errors, and correct any incompatibilities prior to predetermined deadlines
6. Read, understand, apply and explain complex rules and programs so they can be understood by people of diverse socio-economic and cultural backgrounds
7. Create and send confirmation of assistance payment letters to utility companies, landlords, participants, DHHS specialists, and case managers, as needed
8. Maintain appropriate boundaries with clients, staff and outside organizations, and adhere to professional standards of confidentiality, and ethical conduct in all forms of correspondence
9. Secure documentation from participants and other agencies according to current standards
10. Prepare for and appropriately respond to participant questions around leases, security deposits, changes in household members, and other housing related/tenant issues
11. Maintain openness to supervision, which can include at least one shadowing experience per quarter, and at least one hour of bi-weekly face-to-face consultation with immediate supervisor
12. Attend all sponsored and/or required training and in-service sessions as scheduled, and lead internal and external training and in-service sessions as appropriate
13. Prioritize workload to maintain highest quality of services provided
14. Complete other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- BSW or Bachelor's degree in a related field
- Ability to interact with people of a diverse background
- Ability to work independently and as part of a team
- Ability to complete work accurately under tight deadlines
- Ability to learn and comply with regulatory program rules and expectations
- Excellent interpersonal, communication, and organizational skills (written and verbal)
- Basic mathematical skills
- Knowledge of community resources
- Proficient in Microsoft Suite applications
- Ability to work flexible schedule; most hours between Mondays to Fridays, 8:30 a.m. - 5:00 p.m.
- Must have access to a personal vehicle, valid driver's license and auto insurance

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Experience working with homeless households
- Experience working with grant funded programs
- Experience in a non-profit organization
- 3 years field experience
- Spanish language proficiency