



JOB DESCRIPTION

Position Title	Department	Reports to
DV Housing Case Manager	Housing	Case Management Team Lead
Employment Status	FLSA Status	Effective Date
Full-Time	Exempt	August 2026

POSITION SUMMARY

Good Samaritan's mission is to end poverty and homelessness, in partnership with our community, by leading the way in providing affordable housing solutions and supportive services.

The DV (Domestic Violence) Case Manager role is responsible for providing solution-focused, person-centered support to households that are experiencing homelessness as a result of domestic violence. This includes assisting with safety planning, housing stability planning, attending frequent in-home case management meetings, and offering aftercare support services. Having a basic understanding of rental rules, trauma-informed care, a proven ability to assess and determine the unique assistance needs for households fleeing domestic violence, and providing a case management process that is organized, objective, and ethical are expectations for this role.

The DV 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 needs and candidate preference.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

1. Assist survivors of domestic violence 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 unhoused individuals and families
- Lived experience with homelessness or housing instability
- Experience working with domestic violence survivors

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

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The DV Housing Case Manager primarily works in a professional office environment, regularly visits program participants in their homes within Ottawa County, and travels to attend off-site appointments, trainings, and events as assigned.

While performing the duties of this job the employee is regularly required to move about inside the office to access file cabinets, office machinery, etc., and must be able to remain in a stationary position 50% of the time and occasionally lift and move 25lb boxes unassisted. Employees will also constantly operate office machinery such as computers, copy machines and calculators, and will frequently learn new information and communicate accurate details in person and over the phone. Employees also frequently drive to home visits and move in and out of homes under varying weather conditions, which may require the ability to ascend and descend stairs while carrying necessary appointment materials.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Good Samaritan is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

