JOB DESCRIPTION

Position: Housing Locator/Case Manager

Classification: Full Time

FLSA: Non-Exempt

Reports To: Program Manager

Compensation: $35,000.00 - $45,000.00 per year DOE

Position Summary:
The Housing/Case Manager conducts assessments, determines eligibility, develops individualized case plans, links families with community-based housing and service resources, manages financial assistance funds (security deposits, rent), and provides case management services in conjunction with community partners.

Program Summary:
Beyond Shelter’s Family Solutions Center is one of six such centers in the county and is central to the county and city efforts to provide and coordinated, region based services to homeless families. The Family Solutions Center Program serves families with children that are homeless or at imminent risk of homelessness. The new pilot program is designed to provide a centralized point of access for families in need of crisis services, shelter placement, rapid re-housing/permanent housing placement, and linkages with schools, employment, physical and mental health care, and other supportive services. All homeless families in Service Planning Area 4/Metro L.A. are being referred to Beyond Shelter’s Family Solutions Center by 2-1-1 and community-based organizations (e.g., family shelters) for individualized assessment and triage of needs, followed by the provision of targeted services focused on returning families to permanent housing as quickly as possible.

Responsibilities: The following reflects management’s definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Conduct comprehensive assessments of potential participants.
- Develop Individualized Housing and Service Plans (IHSP) for each participant using the comprehensive assessment
- Collect all necessary documentation needed to support assistance
- Find temporary housing opportunities for eligible participants and identify permanent housing options for program participants
- Determine and recommend to supervisor the level and duration of financial assistance for eligible participants
- Prepare requests for financial assistance and submit all required documentation to supervisor for approval
- Manage and track financial assistance funds
- Collaboratively work with housing specialists to find permanent housing options for program participants
- Interface with landlords whenever necessary to mitigate issues or advocate for participants.
- Provide case management services including, but not limited to: providing appropriate resources, tools, and counseling to assist participants in achieving their case plan goals; making referrals for services; following up to ensure that the referrals were completed and tracking and documenting participant progress
- Collaborate with other departments and agency programs to maximize participant outcomes, program goals, and agency mission
- Recertify participants receiving financial assistance every month to assess participant progress and needs
- Collaborate and communicate closely with formal partner agencies for the program (WorkSource Centers, DPSS, family shelters, etc.)
- Document and maintain up-to-date information on services provided to participants in the Homeless Management Information System (HMIS) and hard copy case records
- Prepare and submit weekly program update and financial assistance tracking reports.
- Other duties as assigned.

Qualifications:
- Minimum of 4 years of professional experience in the human services field, two years of experience serving homeless families is preferred
- Bachelor's degree in social work or related field.
- Experience working with clients in crisis
- Strong ability to effectively resolve and cope with immediate crisis situations.
- Strong communication skills, speaking, listening, and writing clearly and thoroughly
- Proficient in Microsoft Office and database software used to track service delivery
- HMIS and advanced knowledge of Microsoft Excel is preferred
- Knowledge of community resources available in various neighborhoods, particularly those in SPA 4/Metro Los Angeles.
- Detail-oriented with strong organizational and time management skills
- Demonstrated ability to work independently and as part of a team
- Strong ability to represent the interests of the agency, interact effectively with a diverse group, build successful collaborative relationships with program participants, other Beyond Shelter staff, and community partners.

Mandatory Requirements
- Employment eligibility verification
- Valid driver’s license and auto insurance
- Reliable transportation
- Tuberculosis test
- Successful completion of background screening
**Physical demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job

In the course of performing the job, this position typically spends time sitting for prolonged periods, standing, climbing stairs, walking, carrying (20lbs), and lifting (20lbs). Coordinate multiple tasks simultaneously. Perform some repetitive motion activities. Accurately complete detail forms and reports. Operating a computer keyboard, firm/strong grasping. Makes and receives telephone calls. Use of general office equipment copier, fax machine and basic office equipment.