

Switchpoint is looking to hire a Housing Case Manager

-- Looking for someone with great compassion and attention to detail --

PURPOSE:

The Switchpoint Housing Case Manager performs professional and administrative duties to screen, assess, facilitate, coordinate housing grants and/or programs. Housing Case Managers provide resources, case management and placement for homeless individuals, those at risk of homelessness, or those placed in supportive housing. The Housing Case Manager works with individuals, families and veterans through a case management model that includes developing, expanding, accessing and linking resources in the community to the needs of the unique client throughout the client's experience in the system, while documenting progress. For assigned case load, develop programs and resources and formulate case plans that promote moving towards self-sufficiency.

RESPONSIBILITIES:

Housing Case Managers:

Manage housing grants to ensure that funds are spent appropriately and participants meet all grant criteria.

Keep accurate data and documentation of all grant participants and expenditures.

Assist in all aspects of helping to house vulnerable individuals and families and help them maintain their housing.

Visits participants in their homes to ensure that they are following their lease, providing plan of action to overcome barriers and attain self-sufficiency.

Case Plans:

- Develops a comprehensive client-driven case plan with both short-term and long-term goals identified for case load
- Completes a timeline and measures for each goal
- Monitors progress towards goals in regularly scheduled weekly sessions
- Evaluates and adjusts case plans as needed and provides written warnings with consequences if satisfactory progress is not being met
- Empowers clients to appropriate resources to assist with meeting goals of self-sufficiency.

Holds participants accountable to their action plan and program requirements.

Recordkeeping and Reporting:

- Maintains client files to include conversations, warnings, progress towards goals and documentation of any incidents
- Reports critical incidents immediately to the Executive Director
- Collects data necessary to meet funding requirements and statistical reports
- Completes the initial assessments, VISPDATs, SPDATs, case management logs, exit surveys and all incident reports in a timely manner as specified by program

Teamwork and Collaboration:

- Works in collaboration with program and other agency staff to facilitate a team environment
- Serves on committees as requested
- Participates in LHCC team meetings as requested
- Role models effective team behaviors
- Demonstrates effective communication skills in building relationships with all employees and clients
- Creates good working relationships with local welfare administrators and other area service providers, support groups, non-profits to facilitate access to area resources for clients
- Substitutes for other staff when need arises

Switchpoint Values and Culture:

- Treats all clients, visitors and employees with caring, kindness, respect and dignity
- Adheres to Switchpoint policies, procedures, code of conduct and attendance rules
- Maintains strict confidentiality for all information
- Adheres to the policies in the use of computer technology and all tele-communication devices

Salary Range: \$16 - \$18