

## Pathways of Hope

**Job Title: Case Manager**

**Reports to: Case Manager Supervisor**

**Education Requirement: Bachelor's Degree Human Services, Social Work, Psychology or a similar major**

**Experience Required: Minimum 1 year of full-time related work experience**

**Position is: Non-Exempt, Hourly, Part Time, 24 hours a week; Temporary Position through June 2023**

### **The Opportunity:**

Through multiple housing models (Emergency Shelter, Rapid Re-Housing, Permanent Supportive Housing, Prevention and Diversion) the Pathways of Hope Case Manager team assists homeless families and individuals reduce housing barriers, work toward greater economic opportunity and independence, and strengthen community social service linkages necessary for the participant(s) to end their homelessness and obtain safe, sustainable, permanent housing.

This position works exclusively on our Family Solutions Collaborative (FSC) Emergency Housing Voucher (EHV) programming and requires a flexible work schedule including some weekend, morning and evening shifts, as well as reliable transportation to attend community appointments and participant home visits. This position is stationed 65% in office and 35% off-site visiting participants at their homes and meeting with landlords and property managers.

### **The Agency:**

Since 1975, Pathways of Hope (formerly Fullerton Interfaith Emergency Service) has been working to end the dual plights of homelessness and hunger in North Orange County. We have multiple housing sites and programming models that intersect at working to end homelessness and hunger across the greater North Orange County area. Our team is dynamic, forward-thinking, and works closely with stakeholders and partners in the community to achieve our mission and vision.

### **The Candidate:**

All Pathways of Hope employees must embrace a culture of teamwork, collective success and support in assisting the agency in achieving its mission and vision. The ideal candidate will possess a strong work ethic, a track record of successful problem-solving, the ability to work independently, and an understanding of homelessness in Orange County. The ideal candidate understands that Case Management and Services Navigation are collaborative efforts with residents and participants.

### **Salary and Benefits:**

The salary for this position is \$22.00 per hour. Benefits available include mileage reimbursement, retirement plan option, paid sick leave, holidays and vacation. There are no other benefits included for this temporary position. As part of its cultural values, Pathways of Hope respects and values work/life balance.

### **Essential Duties and Responsibilities:**

1. Works with and accepts intake referrals and appointments from Program and Grants Support Specialist
2. Completes all necessary intake paperwork (internal and HMIS), collects all participants identifying documentation and provides an initial program orientation
  - a. Gives overview of Emergency Housing Voucher program expectations with participants.

- b. Provides overview of case management and Housing Navigation services, including a review of the Housing Stabilization Plan with outlined goals and objectives to reduce housing barriers and locate permanent housing as quickly as possible within 30 days of participant enrollment, an overview of case management meeting expectations and an overview of supportive services that are offered within the Emergency Housing Voucher program
  - c. Gives overview of Lease Agreement to participants once they move into housing to ensure property and program compliance
3. Develops an individual case management plan, including financial planning and housing stabilization goals collaboratively with each participant
4. Inputs participant data in the Homeless Management Information System (HMIS) and other data management systems accurately and in a timely manner, within 72 hours of a service provided
5. Maintains a minimum of 11 cases at a time, as assigned
  - a. Will permanently house a minimum of 11 Households for this contract term
6. Using the progressive engagement approach, works with participant to track progress toward goals in detailed case files with charts, progress notes, and outcome evaluation. Weekly to Bi-weekly meetings is expected prior to participant being housed. A minimum once a month meeting with the participants is expected after they are housed
7. Conducts needs assessment, makes appropriate community referrals and provides support to connect to ancillary services
8. Assists the participant with all housing related matters including searching housing leads, applying for housing, how to communicate with landlords/property managers, assistance with understanding the lease agreement, providing landlords insight on services/program and landlord mediation
9. Spends time identifying housing leads and opportunities that match the participant needs
10. Serve as an ongoing liaison between property managers and participants.
11. Assess housing barriers of families experiencing homelessness to determine housing and service needs
12. Assist participants with housing, employment, budgeting/increasing income, and connecting them to appropriate community resources and referrals
13. Ensures participant compliance of program policies and expectations and provides warnings in verbal and written form, as necessary
14. Ensures participant compliance of lease agreement and property expectations and provides warnings in verbal and written form in collaboration with the Housing Resource Specialist and landlord/property manager, as necessary
15. Keeps detailed case files including information about participants, program expectations and participant progress notes and documentation
16. Conducts unit inspections once a month for cleanliness, safety and compliance
17. Completes monthly check requests for billable expenses
18. Develops and maintains a list of potential housing opportunities for participants with support from other staff
19. Collaborates and communicates with other service providers, community partners and other agency staff and landlords/property managers as it relates to individual work or participant needs
20. Completes internal reports as assigned in a timely manner on a monthly basis
  - a. Completes specific grant-related reports/documentation on a monthly basis
  - b. Completes participant success stories on a monthly basis
  - c. Completes and maintains all property related paperwork, including inspection checklists, lease agreements, lead-based paint inspection checklists and other property forms
21. Ensures the confidentiality and safety of case files and participant information
22. Maintains an understanding of Fair Housing Laws and keeps current on legal issues and regulations
23. Attends monthly Case Manager Brown Bag meetings and other community meetings/trainings as assigned

24. Performs other duties as assigned

**Contacts and Relationships:**

Position reports to the Case Manager Supervisor. Interacts with Landlords/Property Managers, Case Managers, Service Navigators, other Program Managers as well as agency partners and community resources.

**Qualification Guidelines:**

**Knowledge of:**

- Proficiency in Microsoft Word, Excel, Access and Outlook
- Continuum of Care and Coordinated Entry System is preferred
- Bi-lingual English/Spanish is preferred
- HMIS (Homeless Management Information System)
- Dependability, responsibility, and the ability to communicate effectively and respectfully
- HUD definition of homelessness, Chronic homelessness, Prevention and Diversion
- Excellent customer service/public relations skills, including ability to work collaboratively with others.
- Housing Program Models and best practices
- Various counseling methods and conflict resolution techniques founded in strengths-based approach
- Trauma-Informed Methods
- Harm Reduction Strategies
- Housing-First/Housing Focused
- Motivational Interviewing
- Excellent written and oral communication skills.

**Ability to:**

- Manage multiple projects and deadlines
- Establish and maintain effective working relationships with co-workers, Board members, volunteers, participants and partners
- Respond to a crisis with the ability to deescalate situation
- Ability to work and problem solve independently
- Solve problems by making decisions that promote team unity and participant stability and edification
- Plan, organize and prioritize duties
- Maintain confidentiality regarding participant information
- Work with people from diverse economic and socio-cultural backgrounds
- Represent the program and agency in a positive manner within the community
- Communicate effectively over the telephone and clearly communicate information and instructions verbally and in written form

**Miscellaneous:**

- Participation in networking functions, community meetings, and other meetings as assigned by supervisor
- Assist with program activities when necessary
- Attend staff meetings and trainings as needed/scheduled
- Enhance job performance by applying up-to-date professional knowledge gained by attending webinars, trainings, etc.
- Perform ad hoc projects as assigned by supervisor
- Physical Tasks and working conditions include ability to lift up to 30 lbs.
- Maintain valid California Driver License and State-mandated auto-insurance

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

**Pathways of Hope reserves the right to modify, supplement, rescind or revise all job descriptions to meet the overall needs of the organization.**

**Pathways of Hope is an equal opportunity employer.**

**To apply, please send cover letter and resume to Kim Stinson, Operations Manager at [kstinson@pohoc.org](mailto:kstinson@pohoc.org)**