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## **Housing Case Manager – Rapid Re-Housing (RRH)**

**Reports to: Director of Housing, Workforce and Business Partnerships**

**Directly Supervises: None**

**Status: Full-time/Exempt, Salaried**

### **GENERAL RESPONSIBILITIES:**

The Housing Case Manager provides comprehensive individualized services to all clients who are matched in the Rapid Re-Housing Program. The Housing Case Manager will provide regular home visits and phone contacts, as established by the Director. The Housing Case Manager will assist individuals with identifying barriers to housing stability and engage in goal planning that aims to link individuals to the resources and skills that they need in order to achieve long-term housing stability. The Housing Case Manager collaborates with Of Color Inc. programs and all partners of DFSS and All Chicago.

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

- Conducts home visits to ensure housing stability, support in the development of life skills, and foster emotional support through a trauma-informed approach through a strength-based approach.
- Performs crisis prevention and interventions as needed using Harm Reduction & Trauma-informed Philosophies.
- Documents in case notes & reports to agency supervisor critical client issues to maximize retention.
- Utilize a strengths-based, trauma-informed approach to empower participants through employment training and financial stability
- Assist clients as advocates for benefits, housing needs to include evictions, landlord negotiations, and access to community resources
- Work with each client to develop and/or strengthen their goal plan according to individual goals and objectives
- Assists clients in enrolling in public benefits such as SNAP, SOAR, or employment readiness programs.
- Provide clients training in the areas of personal hygiene, accessing community resources, medical adherence, household management, or other needs as outlined in the client's goal plan
- Build professional relationships with clients, providers, and community partners
- Provide follow-up to maximize the client's ability to maintain housing after program exit

### **Training and Support:**

- Participates in all mandatory trainings provided through Of Color Inc. and partners of DFSS and All Chicago.
- Attend case management meetings.
- Seek out trainings that would enhance his/her professional development.

**Quality Assurance and Reporting:**

- Keep records and provide reports on information and statistics regarding the delivery of services.
- Complete assessments as dictated by the program.
- Document all client interactions in HMIS and maintain accurate paperwork/reports.
- Ensure compliance with data standards and record-keeping as required by Of Color Inc. and the funder.

**Professionalism and Work Conduct:**

- Acts in a professional manner at all times and maintains appropriate boundaries with clients and staff.
- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the agency.
- Reports to work, meetings, training, and job-related activities prepared and as scheduled.
- Understands and supports the standard of cultural proficiency at Of Color Inc. and strives to meet this expectation.

**Qualifications:**

- Bachelor's degree plus 2 years in human services, social work, psychology, or other related industries
- OR**
- Associate degree in human services and/or similar experience plus 3+ years of direct work in the area of employment, case management, and working with homeless populations
  - Demonstrated ability in communication, collaboration, conflict resolution human services working with highly vulnerable clients
  - A basic understanding of human behavior, motivating clients, delivery of social services; demonstrated ability in communication, collaboration, conflict resolution, and employment skills
  - Excellent written and verbal communication skills
  - Ability to work independently and as part of a team
  - Must have a valid driver's license; job requires significant travel in the Chicago metropolitan area
  - Accepts feedback and ideas from team and supervisor and is constructive when giving feedback and ideas to others
  - Discusses alternative problem-solving and is open to new ideas and ways of doing things
  - Performs other related tasks as assigned or required

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Signature:

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Date: