



CASE MANAGER NOLA

About The Ladies of Hope Ministries (The LOHM)

[The Ladies of Hope Ministries](#) (The LOHM) whose mission is to help disenfranchised and marginalized women and girls' transition back into society through resources and access to high-quality education, entrepreneurship, spiritual empowerment, advocacy, employment, and housing. The way we fulfill our mission is through our expansive programs.

Position Overview

The Ladies of Hope Ministries seeks an experienced Case Manager for our Rapid Rehousing Program which is specifically designed to support those who are actively fleeing domestic violence, chronically homeless or have recently become homeless due to various incidents. The primary goal is to assist individuals in addressing the barriers to maintaining permanent housing using a strengths-based, Housing First approach. Functions performed include housing location, goal planning, connection to community resources, home visits, rental payment monitoring, landlord engagement, and problem solving with other Case Managers. Work is accomplished by advising and motivating program participants to accomplish goals in their Individual Service Plan.

Primary Duties and Responsibilities

- Work with LOHM's Housing Team to locate housing options
- Develop and update Individual Goal Plans with program participants using an Intensive Case Management approach, assisting them to set and prioritize short and long-range goals
- Complete monthly home visits to support individuals in performing the tasks required to maintain housing stability, including on-time payment of rent and household maintenance
- Conduct regular assessments with a standardized tool
- Work with the individual to resolve issues with the landlord, as needed
- Provide referrals as needed to supportive services and work collaboratively with LOHM staff and Rapid Rehousing team to advance the goals of the individual
- Maintain current records in the Homeless Management Information System (HMIS) database and other case files, documenting interactions with individuals in the standardized format
- Capture daily and monthly statistics and other required reports as directed
- Maintain effective working relationships with other agencies to which (and from which) participants may be referred
- Attend staff meetings and other meetings as required by supervisor or LOHM's Housing Team
- Local travel throughout NOLA to perform home visits
- Other duties as required

Qualifications

The ideal candidate will possess the following qualities and skills:

- Minimum 2 years of experience providing case management services and working with a diverse population.
- Must be familiar with the housing landscape in NOLA as it relates to locating housing for clients
- Minimum of a Bachelor's degree preferred
- Familiarity with HUD, Rapid Rehousing and Continuum of Care housing and social services programming preferred

- Commitment to social justice
- Strong written and verbal communication, administrative, and organizational skills.
- Ability to maintain a realistic balance among multiple priorities, high-volume tasks in a timely fashion.
- Ability to work independently on projects from conception to completion.
- Proficient in Microsoft suite (Microsoft Outlook, Word, PowerPoint) and Adobe Acrobat.
- Knowledge of web-based meeting platforms (Zoom, GoToWebinar) and database management system

Compensation & Benefits

Salary is \$45,000. Benefits include 80% employer-paid medical, dental and vision, paid time off and holidays.

How to Apply

Submit a detailed cover letter describing your interest and qualifications that are aligned with the position and a current resume to **hr@thelohm.org**. Please add **Case Manager – NOLA** in the subject line.

No phone, email, or fax inquiries on submissions. Qualified applicants will be contacted for an interview.

The Ladies of Hope Ministries (The LOHM) provides equal employment opportunities for all applicants and employees. Formerly incarcerated, minority, bi-cultural, and LGBTQ are encouraged to apply. All qualified applicants will be considered for employment without unlawful discrimination based on race, color, creed, religion, national origin, citizenship, age, sex, disability, sexual orientation, gender identity, gender expression, military status, marital status, familial status, pregnancy, arrest or conviction record, unemployment status or any other characteristic protected by applicable law.