Rapid Rehousing Case Manager

New York City

Classification: Full-time, Non-Exempt
Location: New York City, NY
Salary: $55,000 to $60,000

About The Ladies of Hope Ministries (The LOHM)

The mission of The Ladies of Hope Ministries (The LOHM) is to empower individuals impacted by incarceration, the criminal legal system, domestic violence, and human trafficking to build sustainable lives, restore dignity, and reclaim their futures. Through supportive housing, reentry services, economic opportunities, educational programs, and strong advocacy, The LOHM amplifies the voices of those who have faced trauma, violence, and systemic injustice.

Position summary

The Ladies of Hope Ministries seeks a full-time Rapid Rehousing Case Manager who will be responsible for the implementation and delivery of home-based case management services for those experiencing homelessness in New York City. 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

Case management

- Identify and secure appropriate housing options for program participants
- Develop and update Individual Goal Plans using an Intensive Case Management approach, helping participants set and prioritize short- and long-term goals
- Conduct monthly home visits to support housing stability, including guidance on rent payment and household upkeep. Visit frequency is based on client need: stable clients receive one monthly visit; clients requiring additional support receive two or more visits with supervisor approval
- Administer standardized assessments regularly to monitor progress and identify needs

- Assist participants in resolving landlord-related issues to maintain tenancy
- Provide referrals to supportive services and coordinate with LOHM staff and the housing team to advance participant goals
- Build and sustain effective working relationships with partner agencies for seamless referrals and collaboration
- Travel locally throughout the 5 boroughs of NYC and surrounding areas to conduct home visits

Data reporting

- Maintain accurate records in the Homeless Management Information System (HMIS), Footholds and other case files, documenting all interactions in a standardized, required format
- Capture and report daily and monthly statistics, including other required metrics as directed

Administrative

- Attend staff meetings, housing team meetings, supervisor and team check-ins and other required gatherings as directed by supervisor, Housing Director or the organization
- Maintain at least one in-office day each week
- Ensure accuracy and completeness of all client case notes and files during designated office hours
- Prepare requested documents to support case management needs of clients as required
- Perform additional administrative tasks and duties as assigned and as determined by contracted funding source

Desired and preferred qualifications and experience

- Minimum 2 years of experience providing case management services and working with a diverse population
- Must be familiar with the housing landscape in New York City as it relates to locating housing for clients
- Familiarity with HUD, Rapid Rehousing and Continuum of Care housing and social services programming
- Commitment to social justice and the mission of The Ladies of Hope Ministries
- Strong written and verbal communication, administrative, organizational and time management skills
- Ability to maintain a realistic balance among multiple priorities and complete 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), Adobe Acrobat and Google Suite (Gmail, Google Docs, Google Sheets, Slides and Google Meet)
- Knowledge of web-based meeting platforms (Zoom, Google Meet, GoToWebinar, MS Teams) and database management systems
- Familiarity with the Footholds database system and HMIS
- Willingness to learn new databases and digital platforms as required for The LOHM's housing team
- Must have access to reliable, insured transportation daily for home visits and supporting clients as needed, including arranging transportation for clients

Compensation and benefits

Salary range is $55,000 to $60,000, commensurate with housing case management experience in NYC. Benefits include 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 "Rapid Rehousing Case Manager, New York City" in the subject line.

The Ladies of Hope Ministries (The LOHM) provides equal employment opportunities for all applicants and employees. Formerly incarcerated, minority, bi-cultural, and LGBTQ applicants 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.