



POSITION DESCRIPTION

Housing Case Manager

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is dedicated to inspiring a profound transformation within cultures, institutions, and communities, forging a path toward a humane future for all. We actively engage with systems to implement approaches that are systematic, sustainable, equitable, and clinically sound to enhance health behaviors and prevent illness.

Our vision is to break down barriers and foster a thriving environment through education, community support services, and diligent advocacy. We aim to dismantle obstacles such as inadequate education, limited access to resources, and disparities in class and health, creating a foundation for lasting change.

We aspire to promote positive health outcomes and bridge significant health disparities at the community level. By meeting basic needs first, we empower communities through educational opportunities and impactful advocacy across multiple levels. We are committed to standing in the gap for those who need it the most, through advocacy, transformative education, and seamless coordination with partner organizations, city officials, and community resources.

At the heart of our work is a deep-rooted trust within the community and a proven track record of empowering change. Together, we can build a brighter, healthier future for everyone.

POSITION OVERVIEW – CASE MANAGER

As a Housing Case Manager, you will be cross-trained across housing programs offered by Urban Triage, including Housing Navigation, Rapid Rehousing, Emergency Adults (EA) House, and Medicaid Administrative Assistance. You will provide intensive, person-centered case management, system navigation, and service coordination.

Your tasks will center on addressing housing barriers, providing transformative education, completing Medicaid-related tasks, supporting EA House operations as needed, and performing administrative duties as required. Collaborate directly with clients, community agencies, and partners to promote housing stability, wellness, and community integration.

This position supports adults, families, youth, and other individuals through comprehensive case planning, strength-based services, and strategic coordination with landlords, community agencies, and service providers. All services must be delivered in alignment with Urban Triage's Mission, Vision, and Values. Weekend and evening hours may be required.

QUALIFICATIONS

- Commitment to the mission and values of Urban Triage, Inc.
- Experience in case management and/or non-profit work, or related social service work, is

preferred. Lived experience is also appropriate.

- Strong interpersonal, communication, multitasking, and crisis intervention skills.
- High organizational skills, time management, and attention to detail.
- Intermediate computer literacy skills and general math (multiplication, percentage, division, etc.).
- Must be flexible, self-motivated, and able to work independently and within a team.
- Comfortable with community outreach and relationship building. Going into the community, self-led and motivated to support the work of Urban Triage.
- Must pass a background check.
- A valid driver's license, insurance, and reliable transportation.
- Being bilingual (English/Spanish) is a bonus.

TASKS AND RESPONSIBILITIES

Core Case Management Functions

- Conduct walk-ins, intakes, and ongoing follow-up appointments.
- Build rapport with clients through compassionate communication.
- Identify housing barriers, including income, credit, criminal history, rental background, mental health, AODA, and willingness to engage.
- Maintain client physical files and digital files
- Pass audit/compliance reviews weekly
- Facilitate individualized housing plans based on client-identified needs and barriers.
- Develop SMART goals with action steps and referrals, reviewed at each meeting.
- Maintain detailed case notes, service plans, and documentation within all required systems.
- Meet with clients weekly in the office or in the community.
- Providing training to support staff as deemed necessary
- Adhere to all case management processes and Urban Triage guidelines.
- Complete additional tasks as assigned by your manager.

ADDITIONAL RESPONSIBILITIES BY PROGRAM AREA

1. Housing Navigation – Backup Coverage

- Providing backup coverage at Housing Navigation locations (Beacon, Park Street, outreach sites, shelters, etc.) when scheduled or requested.
- Assisting clients with housing assessments, system navigation, and resource referrals when covering Housing Navigation shifts.
- Documenting interactions and client updates in the appropriate platforms.
- Collaborating with Housing Navigation leadership when stepping into coverage roles.

2. Medicaid Administrative Support/Rapid Rehousing

- Completing Medicaid-related administrative assignments given by the Supervisor or CEO.
- Ensuring clients receive Medicaid case management services as required.
- Maintaining compliance with Medicaid documentation, data entry, and reporting expectations.
- Supporting clients with Medicaid-related barriers impacting housing, stability, or access to care.
- Adhere to all case management tasks described above for Rapid Rehousing and Medicaid.

3. EA House Support

- Assisting with EA House operational tasks assigned by the Program Director.
- Acting as backup to EA House staff
- Maintaining communication with the Program Director regarding EA House schedules, expectations, and assigned duties.
- Supporting residents in accordance with the EA House program standards and practices.

BENEFITS

- Life, Dental, and Vision Insurance.
- Employee Wellness Benefits (up to \$10K for executive-level employees).
- 4 Weeks of Vacation, plus PTO and Sick Leave.
- 1 Paid Week Summer Break.
- 2 Weeks Paid Christmas Break.
- Disability Insurance eligibility after one year (executive-level).
- Performance bonuses and compensation incentives after one year if Urban Triage has the financial resources.

DISCLAIMER

The job description has been designed to indicate the work's general nature and essential duties and responsibilities. It may not include every task or requirement, and duties and responsibilities may change at any time with or without notice.

COMPLIANCE REQUIREMENTS

This role requires strict adherence to all federal, state, and local guidelines regarding client confidentiality, HIPAA regulations, and company policies. Case Managers must comply with Urban Triage's Code of Conduct, Privacy Policies, and Data Security Protocols.

Case Manager Acknowledgment and Signature

Updated on May 27, 2025 – Effective Monday, June 9, 2025

I acknowledge that I have received, read, and understand the Case Manager Policy for Urban Triage, Inc. I agree to comply with the responsibilities, guidelines, and compliance requirements outlined in the policy. I understand that failure to comply may result in disciplinary action, up to and including termination of employment.

Case Manager Name (Printed): _____

Signature: _____

Date: _____