



Our mission is to provide safe shelter and help people improve the quality of their lives as they move beyond homelessness.

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## **Position Title:** Permanent Supportive Housing Case Manager

### **Key Responsibilities:**

1. Provide case management services to clients in permanent supportive housing so tenants maintain housing and tenants' health, safety, and welfare needs are met.
2. Build rapport and maintain positive professional relationships with tenants, service providers, and other community partners.
3. Intervene and appropriately de-escalate crisis situations while providing oversight and supervision so that a safe and healthy environment is maintained at all times.
4. Accurately record and maintain tenant data and statistics including but not limited to demographics, outcome measures, goals, face-to-face notes, medical information, collateral contact and grant-specific requirements, and maintain all tenant records to ensure accuracy, confidentiality and security in a timely manner.
5. Work within a team of coordinators and case managers to ensure continuity of care, this includes attending team meeting bi-monthly and agency-wide meetings/trainings
6. Ensure that individual rights are protected, all services are confidential, and no information is shared without consent.

### **Reports to:** Permanent Supportive Housing Manager

**1. Key Responsibility (30% of time):** Provide case management services to Cross Park Place tenants so tenants maintain housing and tenants' health, safety, and welfare needs are met. Tenants should receive high performing services in accordance with Shelter House policies, mission, vision, and values.

### **So That:**

- Utilize motivational interviewing, trauma-informed care, and harm reduction models to provide direct services and service coordination to tenants from a Housing First approach.
- You assess tenants needs, provide appropriate referrals, connect to area resources, and provide the appropriate level of support to each client with the base goal of remaining housed.
- Provide direct care to tenants to ensure they comply with lease including, but not limited to, ensuring tenant understands lease, assisting tenant with maintaining apartment, assisting tenant with securing required payments.
- Provide direct care including, but not limited to, independent living skills, employment assistance, and transportation, for tenants in Cross Park Place.
- You complete regular check-ins with tenants.
- Coordinate and monitor designated tenant services including, but not limited to meetings, appointments, medical follow-up, and hearings.
- Develop and maintain knowledge of resources, services and opportunities available to tenants.
- You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency client situations.

**2. Key Responsibility (25% of time):** Build rapport and maintain positive professional relationships with tenants, service providers, and other community partners.

**So That:**

- A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.
- You operate from a Housing First approach and assist tenants in identifying goals.
- You assist tenants in reaching self-determined goals, this may require many attempts and revisiting goals set with tenant(s) frequently.
- You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency tenant situations.
- You respond to tenant concerns in a timely manner.
- You maintain a high level of professionalism at all times.
- You demonstrate a high-level of advocacy for tenants within community settings both private and public.
- You build positive relationships with community partners to ensure a high level of collaboration to best serve populations served.

**3. Key Responsibility (20% of time):** Intervene and appropriately de-escalate crisis situations while providing oversight and supervision so that a safe and healthy environment is maintained at all times.

**So That:**

- You respond to tenant concerns in a timely manner.
- You maintain a high level of professionalism at all times.
- You operate from a Housing First approach, understanding the ultimate goal for tenant(s) is to avoid eviction and remain housed.
- You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency tenant situations.
- A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.

**4. Key Responsibility (10% of time):** Accurately record and maintain tenant data and statistics including but not limited to demographics, outcome measures, goals, face-to-face notes, medical information, collateral contact and grant-specific requirements, and maintain all tenant records to ensure accuracy, confidentiality and security in a timely manner

**So That:**

- You obtain the appropriate licensure to access Service Point: Homeless Management Information System.
- Confidentiality in tenant information is always maintained.
- Intake and exit procedures are thoroughly conducted in a timely manner, including any relevant program record keeping programs, ServicePoint HMIS documentation and other agency required paperwork.
- Appropriate program forms pertinent to client information and confidentiality are organized, as complete as possible, and secure.
- Participate in Quality Improvement activities including data collection and analysis

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**5. Key Responsibility (10% of time):** Work within a team of coordinators and case managers to ensure continuity of care, this includes attending team meeting bi-monthly and agency-wide meetings/trainings.

**So That:**

- You are actively engaged with tenant goals and plans, department matters, and support other staff when crises arise.
- You attend and are actively engaged in required agency meetings, such as all-staff and department meetings, and attend and are actively engaged in required trainings.
- Carry a cell phone at all times when on duty or when on-call. Respond to issues in a timely and professional manner.
- You complete other duties as assigned by the Permanent Supportive Housing Manager.

**6. Key Responsibility (5% of time):** Ensure that individual rights are protected, all services are confidential, and no information is shared without consent.

**So That:**

- Confidentiality in tenant information is always maintained.
- Appropriate program forms pertinent to tenant information and confidentiality are organized, as complete as possible, and secure

**Qualifications:**

1. Knowledge, skills and abilities consistent with bachelor's degree in in human services related field, or minimum two years related experience.
2. Demonstrated knowledge and ability to establish & maintain effective working relationships with area services, community partners, and resources.
3. Commitment to operating within a trauma-informed workplace that demonstrates a balance of kindness, competence and care toward self, colleagues, and populations served.
4. Knowledgeable in Motivational Interviewing, Trauma-Informed Care, and Harm Reduction.
5. Ability to assess and respond responsibility in a wide variety of situations and crises.
6. Minimum of one-year direct care experience with persons with mental illness or disabilities.
7. Proficiency in Windows based computer environment and Microsoft Office Suite.
8. Good written, verbal, and interpersonal communication skills, organizational and time management skills.
9. Possess a valid driver's license and reliable transportation to get to and from work shifts.
10. Possess working knowledge of state and federal regulations pertaining to HUD, DHS, Medicare/Medicaid, SOAR, state and local mental health & disability systems; or ability to quickly acquire this knowledge.

**This position is a full-time, benefit-eligible position with health, dental, and retirement benefits. Compensation is commensurate with experience. Interested applicants should submit a cover letter and three references to Brittany Rodriguez, Permanent Supportive Housing Manager at [hr-staff@shelterhouseiowa.org](mailto:hr-staff@shelterhouseiowa.org). Shelter House is an equal opportunity employer and United Way agency.**