

HARBOR INTERFAITH SERVICES
SPA 8 Coordinated Entry System
Rapid Rehousing Case Manager
JOB DESCRIPTION

SUMMARY OF RESPONSIBILITIES:

The Rapid Rehousing Case Manager is responsible for receiving referrals of unsheltered homeless persons through direct street outreach activities, Housing Navigators and through community referrals from mental health, hospitals, and social service agencies. Other responsibilities include identification of housing/apartments in Service Planning Area (SPA) 8 and developing partnerships with landlords, property owners and management companies to increase accessibility to permanent housing. The goal will be to enroll individuals into the Rapid Rehousing program, facilitate placement into emergency housing, if needed, connection to social services, employment and permanent housing. The Case Manager may also assist client in obtaining housing readiness documentation and accompany person through housing application process. The Case Manager is working as part of a larger team within the Coordinated Entry System (CES) of Service Planning Area (SPA) 8. Team outreach events and services with other CES partners from various agencies in SPA 8 will also be conducted.

SPECIFIC DUTIES:

1. Receive referrals for unsheltered individuals to be enrolled in Rapid rehousing program.
2. Initiate contact and establish a working interaction with unsheltered homeless persons for the purpose of providing assistance with attaining housing and access to needed services.
3. Enroll individuals in program
4. When shelter or social service linkage is not obtained, continue to engage with unsheltered homeless person and provide support.
5. Assist in obtaining housing readiness documentation such as ID, social security card and income verification.
6. Assist in completion of housing applications and accompany individual to housing appointments when needed.
7. Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
8. Enter all client data in Homeless Management Information System (HMIS).
9. Establish and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to homeless persons.
10. Attend staff meetings, case conferences, training workshops and community meetings as needed.

MINIMUM QUALIFICATIONS

EXPERIENCE / EDUCATION:

- BA in social work or related field or 1 year equivalent social services experience.

KNOWLEDGE AND SKILLS:

- Passion for ending homelessness.
- Maintaining a non-judgmental attitude and a display of unconditional positive regard when working with unsheltered individuals.
- Ability to have a “whatever it takes” attitude when working with challenging individuals.
- Ability to engage in street based outreach.
- Ability to work as a member of a team.
- Substance Abuse/Recovery background a plus.
- Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- Familiar with Harm Reduction and Housing First models of service delivery.

- Ability to listen with sensitivity to other people's feelings, needs, and point of view; demonstrate tact and courtesy in expressing opinions or ideas, projecting a positive image of Harbor Interfaith Services, and recognizing opportunities to enhance community relations.
- Basic understanding of severe mental health, physical health, and substance abuse issues and symptoms.
- In addition to working in a typical office environment, Navigator will be required to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with challenging individuals.
- Be able to work flexible hours.
- Good organization skills and detail oriented; ability to manage multiple cases efficiently and effectively.
- Strong oral and written communication skills
- Creative problem-solving skills
- Bi-lingual (Spanish) preferred but not required
- A valid California driver's license and insurance is required for the position.

ACCOUNTABILITY AND REVIEW

Position reports to: SPA 8 Regional Coordinator (Harbor Interfaith Services)

Performance review: 6 month introductory period, followed by annual evaluations

EMPLOYMENT CLASSIFICATION

Work Schedule: Full-time, M-F

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport residents; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.