

Harbor Interfaith Services, Inc.

Rapid Rehousing Case Manager

Harbor Interfaith Services (HIS) is a non-profit organization with revenue of over \$9 million. Our funding is derived from the local, state and federal governments, as well as from individuals, foundations, faith communities, tuition, fees, fundraisers etc. We are a local organization that provides food, shelter, transitional housing, childcare, and support services to the homeless and working poor in the South Bay area of Los Angeles (SPA) 8.

Harbor Interfaith Services is looking to add a **full-time Rapid Rehousing Case Manager** to our team. We are recruiting people who are top performers with excellent time management and critical thinking skills along with a fierce passion for serving their community.

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 Housing Locator/Landlord Negotiator may also assist client in obtaining housing readiness documentation and accompany person through housing application process. The Housing Locator/Landlord Negotiator 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.

Key responsibilities:

- Receiving referrals for unsheltered individuals to be enrolled in the Rapid Rehousing program.
- Initiating contact and establishing a working interaction with unsheltered homeless persons for the purpose of providing assistance with attaining housing and access to needed services.
- Enrolling individuals in the program.
- Continuing to engage with unsheltered homeless persons and providing support when shelter or social service linkage is not obtained.
- Assisting in obtaining housing readiness documentation such as ID, social security card and income verification.
- Assisting in completion of housing applications and accompanying the individual to housing appointments when needed.

- Maintaining complete client records, daily activity logs, mileage logs, and other reports as directed.
- Entering all client data in Homeless Management Information System (HMIS).
- Establishing and maintaining positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to homeless persons.
- Attending staff meetings, case conferences, training workshops and community meetings as needed.

We would like to speak with you if:

- You have a Bachelor's degree in social work or experience in a related field.
- You have a valid California driver's license and adequate auto insurance.
- You have a passion for ending homelessness.
- You have a "whatever it takes" attitude when dealing with challenging individuals.
- You have the ability to engage in street-based outreach.
- You work as a team player.
- You are familiar with the Harm Reduction and Housing First models of service delivery.
- You have strong people skills and the ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- You have creative problem-solving skills.
- You have a basic understanding of severe mental health, physical health, and substance abuse issues and symptoms.
- You have great organizational skills and are detail oriented. You can manage multiple cases efficiently and effectively.
- You have strong oral and written communication skills.
- You are willing to work in a typical office environment plus areas inhabited by homeless persons, to include working in dirty environments and dealing with challenging individuals.
- You are comfortable working flexible hours.
- You are fluent in Spanish (preferred but not required).
- You have a background in substance abuse and recovery (preferred but not required).

Physical Demands, Environmental Conditions, Equipment

The physical demands 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. The employee will be required to walk and climb stairs, handle, finger, grasp, and feel objects and equipment, reach with hands and arms,

communicate, receive, and exchange ideas and 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 their 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, and complete all required forms in personal writing.

About Harbor Interfaith Services

Our mission is to empower the homeless and working poor to achieve self-sufficiency through support services including shelter, transitional housing, food, job placement, advocacy, childcare, education, and life-skills training – and that mission is achieved through our people. We provide an inclusive environment where all are empowered to share their diverse perspectives and experiences so we can ultimately be better together. Our policies, practices, programs, activities and decisions regarding employment, hiring, assignment, compensation, and volunteerism are not based on a person's race, color, sex, age, religion, national origin, mental or physical disability, ancestry, military discharge status, sexual orientation, gender identity or expression, marital status, parental status, housing status, or other protected status.

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