

PERMANENT SUPPORTIVE HOUSING CASE MANAGER POSITION DESCRIPTION

Organization: Interfaith Hospitality Network of Greater Cincinnati
Position: Permanent Supportive Housing Case Manager (Full-Time)

Required Qualifications:

1. Bachelor's degree in Social Work.
2. LSW or LSW eligible.
3. 1-2 years experience working in professional case management capacity.

The ideal candidate will embody:

1. Excellent written and verbal communication skills.
2. Excellent computer skills (required proficiencies in Microsoft Outlook & Word).
3. Commitment to serving those in need.
4. Excellent problem solving ability.
5. High degree of initiative.
6. Genuine team player.
7. Ability to maintain sense of humor in a high pressure environment.
8. Ability to work with a culturally diverse staff and client base.
9. Stellar organizational skills.
10. Experience working with homeless populations is helpful.

Summary:

The Permanent Supportive Housing Program (PSH) Case Manager assists families who have a member with a disabling condition and repeated stays in homelessness in obtaining and maintaining housing. The PSH CM works with property owners in the community to identify appropriate housing, coordinates rental payments, and provides on-going case management supports to families. This includes networking with community organizations in order to provide referrals that support long-term stability.

Accountability:

Accountable to the Director of Shelter and Housing

Responsibilities:

Team: Participate in the full functioning of IHNGC.

- a. Participate in weekly staff and service team meetings.
- b. Attend specified external meetings as an IHNGC representative.
- c. Participate in weekly supervision meetings.
- d. Rotate weekly on-call duties with other staff.
- e. Assist in monitoring & coverage of Day Center office schedules & client traffic, as needed.
- f. Other duties as necessary.

Case Management:

- a. Review shelter guests for risk criteria and history of homelessness that would make them eligible for PSH.
- b. Identify and enroll families in PSH as space becomes available. Assess families at the beginning of their enrollment in the program and at each three-month mark.
- c. Develop individual case plans for PSH families (includes the goals, objectives, steps and timetable the family will follow).
- d. Review case plans regularly and provide families the information, resources and encouragement necessary to complete plans.
- e. Assist PSH families in increasing their financial literacy & maintaining personal budgets.
- f. Provide referrals and educate families about available resources, specifically resources related to healthcare, dental care, mental health care and child development.
- g. Advocate on behalf of PSH families as needed to help them access essential social services and other programs (i.e. Children's Services, JFS, etc.).

- h. Work with landlords/rental property managers to identify safe, affordable housing options for families.
- i. Maintain accurate case notes, client data and other records according to agency and professional standards.
- j. Assist in tracking guest outcomes and service trends in order to promote on-going evaluation and improvement of services.
- k. Other duties as necessary.

Hours: 40 hours per week, generally Monday-Friday, 9-5, some flexibility required.

Mission: *The mission of Interfaith Hospitality Network of Greater Cincinnati is to provide homeless families emergency shelter and hospitality through interfaith communities and to work with families to find and retain stable housing.*