



## **JOB DESCRIPTION**

**Job Title:** CASE MANAGER (HOUSING NAVIGATOR)  
**Hours:** Full time - 40 hours per week, M-F 8:00 a.m. - 5:00 p.m.  
Flexible to meet clients' schedule.  
**Supervisor:** Program Manager- Domestic Violence Programs  
**Job Class:** NON-EXEMPT  
**Salary Range:** \$18.00 - \$24.00 per hour

### **JOB SUMMARY:**

The Crisis House Case Manager/Housing Navigator will provide case management services with families fleeing intimate partner violence. Under the direction of the Program Manager, provides client advocacy and case management services to include budgeting, benefit establishment, connecting to community resources such as mental health, substance abuse, legal and domestic violence services to survivors. The Case Manager will identify the client's barriers to obtaining stable housing and develop a plan to address those challenges with a special focus on increasing income in order to maintain and sustain permanent housing after financial assistance ends. As the primary point of contact with program participants, the Case Manager will provide initial intake and assessment screening, interview, program enrollment and other supportive services. The Case Manager will assist client in defining housing needs and will coordinate services with the Crisis House Housing Locator to help the client identify appropriate housing options and advocate with landlords. The primary goal of the case management services is to assist families with accessing and maintaining safe and affordable permanent housing.

### **DUTIES AND RESPONSIBILITIES:**

- Develops strong community collaborations to identify supportive resources to engage homeless families toward pursuing permanent housing options.
- Receives, assesses, and triages referrals from walk-ins and other collaborative partners.
- Conducts standardized screening and assessment with chronically homeless individuals and families.
- Utilizes the Family Self-sufficiency Matrix to identify client's needs and barriers to economic independence.
- Assists individuals with collecting documents necessary for applying for permanent supportive housing.
- Works conjointly with the agency's Housing Locator to identify housing vacancies and landlord contacts.
- Attends case conferencing meetings to coordinate services with other providers.
- Connects individuals to supportive services as needed such as food, identification, mental health, health, substance abuse, employment, and legal assistance.
- Provide linkage to mainstream resources, such as Career Centers, Social Security Disability, Domestic Violence Services, and Rady's Children Hospital Trauma Counseling Services.

- Accurately documents services and completes data entry into HMIS database within 48 hours from enrollment.
- Refers ineligible participants to appropriate community resources.
- Provides transportation assistance for the purposes of stabilizing the current housing crisis.
- Assists individuals and families with accessing permanent housing opportunities including permanent supportive housing, move-in assistance, shared housing, affordable housing, etc.
- Maintains close collaboration with the Housing Locator to find housing that meets the clients' interests and needs with the expected goal to maintain their housing.
- Ensures that suspected child, adult and senior abuse and neglect are reported following established agency policy for non-emergency and emergency reporting procedures.
- Conducts follow-up activities to ensure completion of the crisis housing plan.
- Identify appropriate interventions to address and resolve the homeless status of program participants.
- Assists with planning program events and activities that inform clients, Crisis House staff, and outside community agencies about program services as needed.
- Performs other related duties as assigned by immediate supervisor and other management as required.

#### **QUALIFICATIONS:**

- Fluent in Spanish / English with the ability to read and write in Spanish strongly preferred.
- Bachelor's in social work and 2 years of direct case management experience working with survivors or disenfranchised families, preferred (or some college and/or related certifications and 3 years of direct case management experience with disenfranchised families with at least one of those years working with survivors) People with lived experience encouraged to apply.
- Completion of 40 hours Domestic Violence training strongly preferred.
- Demonstrated knowledge of the principles of case management
- Working knowledge of local shelter referral systems, transitional and permanent housing resources.
- Experience with client database system (Clarity preferred).
- General knowledge of Affordable Housing guidelines, FMR's and housing standards.
- Own reliable vehicle and able to pass insurance clearance to operate company mini van.

*Crisis House is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability or veteran status or any other consideration made unlawful by federal, state or local laws.*

Send cover letter and resumes to: [resumes@crisishouse.org](mailto:resumes@crisishouse.org)