



Case Management Assistant – Housing Stability

Location:

Lawrenceville, NJ

Position Type/Classification:

Full Time/Exempt

Reporting to:

Director of Housing Stability

Compensation:

\$43,000 - 45,000/year

Organizational Overview

The mission of HomeFront is to end homelessness in Central New Jersey by harnessing the caring resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We give people skills and opportunities to ensure adequate incomes and to increase the availability of adequate affordable housing. We help homeless families advocate for themselves individually and collectively.

The Case Management Assistant supports the Housing Stability team working with clients in housing crisis and provides support to families and individuals affected by poverty, trauma, and homelessness caused by a variety of factors.

Job Summary/Objective

The Housing Stability team works as a dynamic group out of our main office, serving a diverse clientele on their paths to stability. The Case Management Assistant will work diligently to support the team of Housing Stability Case Managers and will familiarize themselves with the Mercer County community, resources, and social service system.

Essential Job Functions/Responsibilities

- Assists Housing Stability case managers with obtaining all necessary paperwork from individuals seeking rental assistance
- Follows up with landlords to obtain necessary documents for rental assistance processing
- Retrieves calls to the hotline within 24 hours, Monday through Friday, and assists with maintaining the call-back list and returning calls
- Assists with keeping all file and database (Apricot & NJ HMIS) documentation up to date within required timeframes
- Works with Director and Compliance to ensure that client files meet all requirements for each respective funding source
- Assists clients with applications for other resources, including utilities, when necessary
- Assists with screening clients seeking housing assistance by phone or in person
- Attends weekly meeting with Housing Stability to discuss cases and present them for final approval
- Sets professional, clear and safe boundaries with all HomeFront clients

Required Experience and Education

- Associate's degree in human service or related field
- Valid Driver's License
- Intermediate skills in Microsoft Office applications

Preferred Experience and Education

- Bachelor's degree in human service or related field
- Internship Experience in a social service setting
- Familiarity with Mercer County and New Jersey social service resources, systems, and key players
- Bilingual in Spanish
- Familiarity with Apricot system and/or NJ HMIS

Schedule

- This is primarily a day time role, but flexible scheduling may be required based on client need and availability

Physical Demands

- This job operates in an office setting using standard office equipment such as computers, phones, calculators, copiers, fax machines, and file cabinets
- Ability to sit, stand, walk, climb steps, bend and lift up to 30lbs
- Exposed to weather conditions prevalent at the time

Travel

- Local travel may be required

Disclaimer

This position description neither constitutes a contract of employment nor is designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Company may exercise its employment-at-will rights at any time.

HomeFront, Inc. is an equal opportunity employer. We welcome employees and prospective employees without regard to race, religion, national origin, gender, age, disability, marital status, gender identity or expression, sexual orientation or veteran status.

Employee's Name (*printed*): _____

Employee's Signature: _____

Date: _____