



Housing Case Manager – Housing Support Specialist

Location:

Lawrenceville, NJ (primary)
Trenton, NJ (secondary)

Position Type/Classification:

Full-Time/Exempt

Reporting to:

Director of Housing Stability

Compensation:

\$55,000-\$60,000/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.

Job Summary/Objective

HomeFront is seeking a Case Manager on the Housing Stability team to serve as the Housing Support Specialist, a role designed to address the housing crises being experienced by families in Mercer County. The Case Manager will be stationed at the HomeFront offices but will often meet with families in housing crisis in the office or in the community. The Case Manager will provide strength-based supportive services and advocacy to help families overcome their housing crises. Services may include identifying alternatives to entering a homeless shelter, mediating with friends/family, assisting with gathering necessary documentation for assistance programs, supporting plans to increase income, and coordinating access to mental and physical health services. The Case Manager will also partner with each family in developing a plan for resolution of their housing crisis and increase their linkages to community resources, in collaboration with other HomeFront departments, in order to prevent future crises and increase housing stability. Lastly, for eligible families, the Case Manager will complete the NJ FamilyCare Housing Supports enrollment and supportive services case management documentation.

The ideal candidate is compassionate, highly organized, and trauma-informed, excels in supporting individuals with complex needs while balancing multiple responsibilities in a fast-paced environment. They demonstrate strong clinical judgment, empathy, resilience, and the ability to prioritize competing demands while maintaining a person-centered approach.

Essential Job Functions

- Engage with referral and walk-in clients primarily at HomeFront offices to assess each case with compassion, resourcefulness, patience and diligence.
- Support clients through strengths-based problem-solving discussions designed to address challenges and barriers surrounding their housing needs
- Develop and maintain collaborative relationships with HomeFront departments and external resources to ensure a holistic delivery of services to meet families' needs
- Coordinate closely with other homeless service and prevention agencies to ensure client is linked to all appropriate assistance
- Understand and navigate the homeless system of care in Mercer County.
- Assist with applications for supportive and subsidized housing and research potential locations for affordable rental housing;
- Build relationships with prospective landlords, and identify appropriate permanent housing options.
- Based on eligibility, screen and perform a basic intake and enrollment for qualifying grants for housing assistance including security deposit, rent and back rent, and NJ FamilyCare Housing Supports program.
- Maintain an in-depth understanding of current funding sources and funding criteria to ensure families are being appropriately screened and assisted
- Collaborate in regular meetings with community stakeholders and colleagues
- Submit required reports for all relevant duties/programs
- Ensure and protect agency, employee and client confidentiality
- Ensure all required documentation is completed within the agency's case management software (Apricot)

Required Experience and Education

- Bachelor's degree in Social Work or related field
- Two years of social service experience
- Strong verbal and written communication
- Intermediate computer and Microsoft Office skills
- Valid Driver's License

Preferred Experience and Education

- Masters degree in Social Work or related field
- Bilingual (English and Spanish)
- Familiar with Mercer County community and social services

Physical Demand

- This job operates in an office setting as well as in the field, 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

Schedule

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

Travel

- Travel is primarily local during the business day

Remote Work Eligibility

- Eligible to Work Remotely in emergency conditions (e.g. inclement weather)

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may be added or changed as needed.

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