

Emergency Assistance Case Manager

Full- Time/Exempt

Reports to Director of Housing Resources

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.

A career at HomeFront is like no other. You will join a vibrant family of co-workers and clients in a learning environment where you will need to bring your “A-Game” every day and will reap unbelievable personal rewards for your efforts. You will get to know, and become a true agent of change for individuals and families facing the challenges of poverty and you will grow both professionally and personally.

The Homefront experience for clients is individualized to meet the needs of each family who comes to us for help. Last year, with an annual budget of \$9 million, we answered over 15,000 cries for help providing shelter, food and hands-on emergency aid.

Summary:

The Emergency Assistance Case Manager manages crisis and provides support to families and individuals affected by homelessness, trauma, domestic violence, child abuse, sexual abuse, mental health, substance abuse, HIV and additional medical conditions. The EA Case Manager will welcome homeless families walking in the front door, troubleshooting and securing the family with shelter, food, transportation and assistance in removing the barriers leading to homelessness.

Essential Job Function:

- Delivers Trauma Informed Care
- Screens and sets-up intakes for clients seeking financial and housing assistance for eligibility according to the requirements of current funding sources
- Screens clients for back rent, security and utility assistance and sets up intake
- Attends weekly collaboration meeting with screening coordinator to discuss cases
- Prepares for and attends weekly meeting with Executive Director to discuss cases seeking financial assistance
- Advocates for eligible clients to be awarded financial assistance
- Schedules client and completes grant application
- Presents Director of Compliance with completed government grant applications for rental assistance
- Communicates and negotiates with landlords to reach agreements for keeping clients housed or accepting new clients as tenants

- Conducts housing inspections and walkthroughs and communicates with landlord for applicable housing programs
- Retrieves and returns calls within 24 hours, Monday through Friday
- Provides ongoing case management and delivery of supportive services for clients in Rapid Re-Housing and Homelessness Prevention Initiative programs
- Prepares and submits daily, weekly and monthly case notes, reports and required documentation within time frame
- Networks with partnering agencies to collaborate on cases with multiple dimensions of dysfunctionality
- Fills-in with serving other case management roles and responsibilities as needed
- Prepares client files according to state of approval for financial assistance
- Enters calls into services tracking system
- Enters CSBG eligible clients into EmpowOR to track services and outcomes for County/State and create file accordingly
- Accompanies and supports families and individuals to remove barriers
- Completes and turns in discharge forms HMIS entry upon completion of services
- Follows up with SSH clients after 45 days and 6 months to assess and record status per grant requirements
- Participates in HOPE, EmpowOR, Case Management, Educational and Grant meetings and trainings
- Participates on development and implementation of COA policies and procedures
- Trains and supports Interns in delivering Emergency Assistance Services
- Writes up support for JSH Fund
- Submits NJ Share and PAGE grant application for clients applying for utility assistance
- Sets professional, clear and safe boundaries with all HomeFront clients
- Completes organization required training within in timeframe

Job Competencies

- Crisis Management
- Trauma Informed Approach
- High Emotional Intelligence
- Collaborative/Team Player
- Problem Solving/Analysis
- Motivational interview techniques and theories
- High Integrity and Confidentiality
- Organizational and Documentation skills
- Understanding of homelessness and poverty
- Family systems theories expertise
- Knowledge of local community services
- Sound Judgment

Required skills:

- Intermediate Microsoft Office application
- Strong Written and Oral Skills
- Strong Mathematical skills
- Strong Interpersonal skills
- Strong Presentation skills

Requirements:

- Bachelor's degree, in Social Work, Sociology, Psychology or related field
- Two years of work experience in social services setting
- Alcohol and Drug Counseling experience a plus
- Bilingual English/Spanish preferred
- Valid driver's license
- At least 25 years of age requirement to transport clients in HomeFront vehicles

Other Duties:

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.

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.