

Housing Case Manager

Reports to: Director, 1880 Housing Programs

Focus: Permanent Housing

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 HomeFront experience 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.

The Housing Case Managers work as a dynamic team out of our main office, serving a diverse clientele on their path to stability. Candidates must familiarize themselves with the Mercer County community, resources, and social service system. They will provide supportive services and appropriate referrals in order to ensure that individual and family needs are met. All work with clients will be conducted from an approach that fosters client self-empowerment and self-sufficiency.

The Permanent Housing program has multiple units throughout the county in which families are provided all the supports needed to truly advance from a survival mindset into a thriving mindset.

Essential Job Functions

- Maintain a caseload of Permanent Housing families
- Conduct intake interviews & home visits
- Research community social services needed by program recipients and provide clients with appropriate targeted information, referrals, and linkages
- Develop and maintain collaborative relationships with HomeFront staff
- Assist with bi-monthly community meetings
- Attend weekly tenancy status meetings
- Maintain thorough documentation of client issues and follow-through
- Submit required reports for all relevant duties/programs in a timely manner
- Ensure and protect agency, employee and client confidentiality
- Other related duties as assigned

Job Competencies

- Professional maturity and empathy
- Use of Trauma Informed Care approach to working with clients
- Attention to detail

- Flexibility and adaptability
- Problem-solving skills
- Ability to thrive in fast-paced work environment
- Thoroughness and independent thinking
- Collaboration skills
- Crisis management
- Understanding of impact of homelessness and poverty
- Strong interpersonal skills

Technical Skills

- Intermediate Microsoft Office application
- Organizational skills
- Documentation skills

Requirements

- Bachelor's degree in Social Work or related field, and 2 years of social service experience
- Mercer County familiarity is preferred
- Proficient English, verbal and written communication; proficiency in Spanish is desired
- Schedule flexibility with some evenings as required
- Valid Driver's License and 25 years of age to meet insurance requirements

Physical Demand

- 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

- Travel is primarily local