

Emergency Assistance Case Manager

Full Time/Salary

Reports to Director of Housing Stabilization

Summary:

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 Emergency Assistance Case Manager manages crisis and provides support to families and individuals affected by poverty, trauma, and homelessness caused by a variety of factors. 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:

- Screens and sets-up intakes for clients seeking financial and housing assistance for eligibility according to the requirements of current funding sources, once determined to have preliminary eligibility, follows through with obtaining all necessary paperwork
- Attends weekly meeting with Program Manager and EA team to discuss cases and present them for final approval
- Communicates and negotiates with landlords to reach agreements for keeping clients housed or accepting new clients as tenants
- Retrieves and returns calls within 24 hours, Monday through Friday
- Provides appropriate level of ongoing case management and delivery of supportive services for clients in programs that have some longer term requirements
- Networks with partnering agencies to collaborate on cases with multiple dimensions of dysfunctionality
- Keeps all file and database documentation up to date
- Ensures that client files meet all requirements for each respective funding source
- Assists clients with applications for other resources, including utilities, when necessary
- Sets professional, clear and safe boundaries with all HomeFront clients

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

Required skills:

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

Requirements:

- Bachelor's degree, in Social Work or related field, with 2 years of work experience in social services setting
- 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.