



## Case Manager – Housing Stability

**Location:**  
Lawrenceville, NJ

**Position Type/Classification:**  
Full-Time/Exempt

**Reporting to:**  
Director of Housing Stability

**Compensation:**  
\$45,000-\$50,000/year

### **Summary/Objective:**

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.

HomeFront is seeking a Case Manager, to serve as a Resource Navigator for the CEDD (Comprehensive Eviction Defense and Diversion) program, which is designed to prevent homelessness of individuals and families in the eviction process. The Case Manager will support individuals and families seeking assistance in avoiding homelessness who are potentially eligible for the CEDD program. The Case Manager will be stationed at the Mercer County court (when open) and HomeFront offices (some court activities and case conferencing may be virtual, hybrid or in person based on the court's discretion and will be dictated by the court schedule). The Case Manager will process cases on-site, prioritizing those who are further along in the eviction process in order to prevent homelessness, and will promptly return all communication to potentially eligible individuals and families in order to quickly pre-screen, screen and approve them for CEDD assistance as well as link them with our CEDD legal partners. The Case Manager will also partner with each client 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.

### **Job Functions:**

- Engage with walk-in clients at the court or at HomeFront offices to conduct initial screenings for assistance with promptness, tireless 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 clients' needs
- Coordinate closely with other homeless prevention agencies to ensure client is getting all appropriate assistance
- Understand how to navigate the homeless prevention system in Mercer County.
- Screen and perform a basic intake for qualifying grants for housing assistance including security deposit, rent and back rent.
- Track all calls and communications (emails, walk-ins, referrals) received regarding CEDD emergency assistance on appropriate data tracking systems (spreadsheets, client database, etc.)
- Maintain an in-depth understanding of current funding sources and funding criteria to ensure clients are being appropriately screened and assisted
- Collaborates in regular meetings with funders, stakeholders, and colleagues
- Submit required reports for all relevant duties/programs
- 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
- Organizational and problem solving skills
- Ability to thrive in fast-paced work environment
- Thoroughness and independent thinking
- Collaboration skills
- Crisis management
- Documentation skills
- Understanding of impact of homelessness and poverty
- Strong interpersonal skills
- Positive attitude

#### Technical Skills

- Intermediate Microsoft Office application
- Organizational skills
- Documentation skills

#### Requirements

- Mercer County community familiarity
- Strong verbal and written communication; fluency in Spanish strongly preferred
- Paralegal background and/or landlord-tenant court experience a plus
- Bachelor's degree in Social Work or related field
- Two years of social service experience
- Valid Driver's License

#### 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 during the business day

#### 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.

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