

1206 10th Street
Greeley Colorado 80631
(970) 352-3215
www.GreeleyFamilyHouse.org



*To provide temporary housing
and support services for families
experiencing housing instability*

Housing Case Manager Job Description

General Description of Duties:

The **Housing Case Manager** is responsible for the effective and efficient management of screening, enrolling, and supervising families seeking permanent housing. The position includes case management of families housed at the organization's short-term shelter and/or enrolled in each of the agency's homeless prevention and rapid rehousing programs

The primary function of the case managers is to advocate for and support the families. Case managers understand the importance of achieving quality outcomes for their families and commit to the appropriate use of resources and empowerment of families in a manner that is supportive and objective.

Supervision Received:

Works under the direct supervision of the Program Director and/or Executive Director.

Duties & Responsibilities:

- Respond to public phone /in person inquiries. Greet applicants and process assessments for entry to the program, provide resource navigation to families seeking assistance
- Input data, interview clients, and maintain Homeless Management Information System (HMIS) for all programs
- Complete the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) for all GFH families
- Complete enrollment and processing of all GFH programs
- Evaluates effectiveness of housing plans and progress made by families towards finding permanent housing.
- Establish budget and savings goals for families in the shelter program
- Resolves conflicts or violations of the shelter program
- Communicates well with all staff and strongly advocates on behalf the families
- Maintains and reports applicable statistics regarding programs and family services.
- Maintains notes in digital and paper files
- Attends regular meetings with partners and community organizations
- Performs miscellaneous job-related duties as assigned.
- Attend resource fairs and community engagement events – (evenings and weekends possible)

Qualifications & Skills:

- Ability to meet the public in a professional manner and treat unhoused families with respect and dignity.
- Demonstrated qualities of empathy, firmness, organization, a high degree of integrity, and responsibility.
- Must collaborate well with other colleagues. Must have knowledge of community resources, case management, and program development. This position requires sensitivity to religious, cultural, and socioeconomic issues and preferences of client families. The principles of equity, confidentiality, and privacy are to be maintained at all times.

- Must be fluent in English. (Spanish fluency preferred as second language). Ability to read, understand and follow oral and written instructions. Ability to communicate clearly.
- Related field with three-five years of experience and/or Bachelor of Arts in a related field. Working experience may be used in lieu of a degree. Counseling, case management, program development, and statistical skills are desirable.

Ethical Standards: The position of Housing Case Manager requires a high degree of interaction with the public (Landlords, new applicants, other programs, and agencies, etc.) and, as such, necessitates that the incumbent display the highest degree of personal and professional integrity. It requires sensitivity to the religious, cultural, and socioeconomic issues and preferences of client families. The principles of equality, confidentiality and privacy are to be maintained at all times.

Equal Opportunity Employment Policy: The Greeley Family House follows an equal opportunity employment policy and employs personnel without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, and marital status.

Hours of Employment: Hours of work vary to meet the schedules of the families. Case management and site visits may occur outside normal business hours. Work week is 30 hours a week minimum and 40 hours a week maximum. Evenings and weekends are necessary. Flexibility is needed to meet the family's work schedules.

Travel: Some out-of-town travel may be necessary for this position and employees must maintain reliable transportation with proper registration and insurance verification required. Mileage reimbursement rates set by the IRS will apply for all business-related travel.

Compensation: \$24.00 - 27.00/hour, depending upon experience. Employees are eligible for healthcare after 3 months; vacation and retirement after 6 months.

Benefits

- Employee-only (not family) Health Insurance (90% employer paid)
- Life Insurance
- Employer-match IRA (up to 3%)
- Annual Leave
- Paid Holidays (9 /year)
- Sick leave earned immediately
- FMLI Leave Act
- Workers' Compensation
- Unemployment
- Flexible work schedule