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| Job Title: | **Lead Housing Based Case Manager** |
| Department: | **Community Services** |
| Reports to: | **Homeless Programs Coordinator** |
| Grade: | **DS** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Sarah Hughes** |
| Date: | **February 4, 2021** |
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| Purpose:  The Lead Housing Based Case Manager will work in partnership with the Northwest Michigan Coalition to End Homelessness to administer Homeless Prevention Programming offered through NMCAA. The Lead Housing Based Case Manager will act as a leader in the community advocating for an end to homelessness. | |
| Essential functions:   * Provide Leadership and support to Housing based case managers who are on the Homeless Prevention Homeless Programs Team. * Demonstrate knowledge and expertise as a case manager and establish regular meetings with team members to foster learning, personal growth and address training requirements. * Attend Community meetings, trainings and obtain updated information on Housing Based programs; making sure to share and instruct team members on any changes in procedure or documentation. * Aid supervisors and managers in regards to Homeless programs. * Provide strengths based, client-centered housing focused case management to individuals and families exiting homelessness. The housing focused case management may include development of a crisis plan, a guest policy, budgeting, rental payment assistance, linkage and referral to other applicable community resources and supports, as well as housing related goal development. * Create a housing focused plan to resolve the housing crisis and/or prevent homelessness that will stabilize the individual or family’s housing situation. The HRS will assist clients in creating goals and setting up a network of resources that will help them to maintain permanent housing. Resources may include but are not limited to: DHHS, Community Mental Health, Addiction Treatment Services, Michigan Works!, NMCAA services (Head Start, Senior Nutrition, Financial Management Services etc.) and/or domestic violence counseling. * Network with area shelters, human service providers, the Northwest Michigan Coalition to End Homelessness and other agencies to maintain a strong Coordinated Entry into the Homeless Response System. * Provide financial assistance to eligible clients through the NMCAA Homeless Prevention programs. The Housing Based Case Manager will learn program guidelines, eligibility requirements, and will follow them appropriately to keep in compliance with the grant. * Complete a Service Prioritization Decision Assistance Tool (SPDAT or F-SPDAT) for all enrolled clients to use to as a tool in developing a housing plan and retaining permanent housing. * Place eligible individuals and families on the MSHDA Housing Choice Voucher with Homeless Preference waiting list. HRS to additionally complete 120-day re-certification for applicable clients within the MSHDA HCV applicant portal. * Engage new landlords who are willing to work with homeless prevention programming to build housing partnerships and housing stock throughout the coverage area. * Maintain appropriate working relationship with existing landlords to foster the tenant/landlord relationships as well as to serve as an advocate for clients. * Complete a Homeless Management Information System (HMIS) profile and maintain client’s information on the system. All client files are to be maintained using a paperless system and electronic forms as provided. Complete entry/exit and SPDAT live as they meet and work with their clients. * Always maintain a 94% data quality/completeness percentage for HMIS entry. * Perform other duties as requested. | |
| Position Objectives:   * To effectively and efficient perform the essential function for the betterment of NMCAA and our communities. | |
| **Measured by:**   * Annual performance reviews * Annual ROMA reports * Ongoing assessment | |
| **Minimum Education:**   * BA/BS in psychology, social work, human services, or related field preferred. | |
| **Minimum Experience:**   * A minimum of 2 years of relevant experience. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Strong communication skills including, listening, verbal and written communication. * Strong organizational skills. * Excellent rapport building skills to establish or maintain community partnerships with other organizations. | |
| **Minimum Physical Expectations:**   * Be able to drive and travel as needed. * Physical activity that often requires extensive time working on a computer, involving keyboarding, sitting and phone work. | |
| **Minimum Environmental Expectations:**   * This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. | |