

Position: Rapid Rehousing Case Manager

Reports to: Emergency Services Program Manager

FLSA Status: Non-Exempt

Full or Part-time: Full - time

Summary

The Rapid Rehousing Case Manager will be responsible for providing case management, referral services to all individuals serviced through the agency's Emergency Service, and programs.

Primary Responsibilities

- Work as directed to support the HOPE Atlanta organization and team members
- Assess consumers for eligibility for emergency services (rapid re-housing) and conduct an intake in Client Track HMIS system
- Assess consumers for eligibility for the Housing Support Services program and conduct an intake in Client Track HMIS system
- Develop Individual Service Plans (ISP) as needed to address needs and goals
- Provide linkage to other agencies and mainstream benefits that will provide supportive services including case management, health care, child care, income maintenance, housing counseling, and housing referral
- Maintain bi-weekly contact with participants through home and office visits, and via telephone
- Perform crisis counseling as needed
- Manage and maintain housing and emergency services consumer files
- Documents goals, progress, barriers, services provided, and other pertinent information
- Review progress of clients at least 2x per month and record case notes in HMIS system
- Provide linkage to other agencies that provide emergency services
- Process check request for Utilities, and monthly rental payments
- Perform other emergency service related duties as assigned



Additional Responsibilities

- Maintain case files for each individual enrolled in Client Track HMIS system
- Complete and provide monthly reports to program manager
- Enter case notes in Client Track HMIS system within 72 hours of contact
- Attend monthly department meetings as directed
- Maintain ongoing communication with partnering agencies
- Participate in HOPE Atlanta community events as requested

Knowledge, Skills and Abilities

- Strong organization, critical thinking, problem solving, communication and creative skills
- High aptitude for learning and ability to work with technology and people
- Proficient in MS Office Suite, Pathways, and database systems, etc.
- Flexible and ability to multi-task
- Able to function in a team environment
- Excellent verbal, written and communication skills

Qualifications/Requirements

- Bachelor's Degree in Social Work, Psychology or in related field of social services and (4) four years' experience working with homeless population or some equivalent combination of education and experience
- Experience working with homeless population
- Possess a valid Georgia driver's license, with a good driving record and reliable transportation