

Position: Rapid Rehousing Outreach Case Manager

Reports to: Emergency Services Program Manager

FLSA Status: Non-Exempt

Full or Part-time: Full - time

Summary

The Rapid Rehousing Outreach Case Manager will be responsible for providing outreach and case management 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
- 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
- Perform crisis counseling as needed
- Manage and maintain housing and emergency services consumer files
- Documents goals, progress, barriers, services provided, and other pertinent information

Outreach and Navigation:

- Assertive outreach to engage individuals and build rapport to quickly move individuals out of homelessness
- Outreach is expected to provide services outside of traditional 9-5 hours to ensure individuals are engaged and reflected in by name lists. *This may include early morning and evening visits where needed.*
- Targeted encampment focus, in collaboration with partners and other stakeholders to determine locations and schedule
- Determine needs for each encampment, increase buy-in of encampment residents
- Enroll all clients into Coordinated Entry (CE)
- Enroll all clients in outreach and navigation, within navigation, within 72 hours.
- Continued follow up with clients who initially refuse services

- Create and maintain by-name list of all individuals in encampments to use for prioritization and tracking
- Provide client transportation from encampment to hotel or housing destination
- Assist individuals in completing applications for available units
- Screen enrolled individuals for necessary documents. Obtain all key documents; including ID, Birth Certificate, Social security card, and HUD McKinney (where applicable), and other applicable key documents) and any other documents necessary to progress toward move-in to bridge or permanent housing
- Continued engagement and onsite support for clients that are placed in the hotel
- Outreach services transition to rapid rehousing once a housing application has been approved.
- Outreach workers will participate in annual Atlanta CoC Point in Time count (PIT) and designate a point of contact for PIT related duties.
- 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