## 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