

Position: Housing Case Manager  
Reports to: Housing Program Manager

FLSA Status: Non-Exempt  
Full or Part-time: Full-time

Summary: The Housing Case Manager is responsible for providing support for homeless clients that enables them to obtain and maintain housing through local and federal programs.

## Primary Responsibilities

### Client Services

- Conduct client intake, including obtaining all required documents, assessments, housing plan development, and facility placement
- Identify barriers to housing
- Develop client housing plans that overcome barriers to housing and result in the client entering mid-term or long term housing
- Meet in-person with each client at least once a month to ensure they are making progress toward their housing plan goals
- Conduct weekly phone, email or text contact with each client to provide additional support
- Conduct home visits at least once a month
- Provide linkage to medical care, case management, mental health care, and substance abuse services
- Work collaboratively with all HOPWA programs and other programs that are linked to assist the client
- Perform crisis counseling
- Maintain ongoing communication with referring and partner case managers and agencies

### Program Administration

- Work as directed to support the HOPE Atlanta organization and team members
- Input and maintain current client information in HMIS, case files, service reports, etc.
- Ensure all client files are accurate and complete
- Work with team members to identify safe, affordable housing and supportive housing
- Maintain current contact information on all current and prior clients in the HOPE Atlanta required databases
- Utilizing HOPE Atlanta's form, conduct follow-up assessments and evaluations with clients and their families
- Work to resolve problems or concerns between resident and residential provider



- Provide data and statistics to manager for weekly, monthly and quarterly reports or as needed
- Review cases weekly with manager or as needed

### **Knowledge, Skills and Abilities**

- Knowledgeable of HIV/AIDS, mental illness, addiction, homelessness, or at-risk populations
- Understanding of HOPWA regulations as outlined in the appropriate CFRs (within the first two months of employment)
- Strong understanding and working knowledge of the program's confidentiality procedures (within the first week of employment)
- Strong understanding of the policies and procedures as outlined in the program manual (within the first two months of employment)
- Strong organization, critical thinking, problem-solving, communication and creative skills
- Proficient in Microsoft Office Suite
- Ability to become proficient with a cloud-based HMIS in a Windows environment in the first month of employment
- Strong professional writing and communication skills
- Ability to work with clients who may present challenging behaviors
- Knowledge of city, state, and Federal entitlement systems
- Ability to work in a team environment
- Must be able to safely operate a vehicle in accordance with traffic laws and company policies.

### **Education, Experience, and Licensure**

- Bachelor's degree with a major in social work, psychology, human services, or related field preferred
- Three years of experience working in social services
- Valid driver's license and a vehicle are required