Position: Rapid-Rehousing & Navigation Case Manager

Reports to: Co-Director of Housing

FLSA Status: Non-Exempt

Full or Part-time: Full-Time

 Summary:

The Rapid-Rehousing & Navigation Case Manager at HOPE Atlanta plays a pivotal role in addressing family homelessness through a targeted initiative designed to serve families experiencing homelessness. This position involves comprehensive case management and housing navigation services for families approved for Temporary Assistance for Needy Families(TANF) rental assistance, employing a progressive assistance model tailored to the duration (1-12 months) and specific needs of each household. Key responsibilities include assessing family eligibility, providing proactive case management, securing permanent housing, coordinating services to increase household income and access to mainstream resources, and ensuring families achieve and maintain permanent housing stability. The role is central to HOPE Atlanta's goals of reducing homelessness among families, increasing the economic mobility of households served, and ensuring a successful transition to self-sufficiency.

Primary Responsibilities

- Conduct comprehensive assessments to determine family eligibility for TANF-funded Rapid Rehousing (RRH) and develop Individualized Service Plans (ISPs) focusing on housing stability and self-sufficiency.
- Provide direct, proactive case management services on a weekly to monthly basis, based on household needs, including face-to-face meetings in the home or community.
- Assist families with securing permanent housing, including negotiating lease terms, ensuring utility setup, and providing tenant counseling.
- Coordinate and secure services and benefits at the Federal, State, and local levels to increase household income and access to mainstream resources.
- Facilitate transportation for clients to housing appointments, benefit agencies, and other essential services.
- Ensure timely submission of rental and utility assistance requests, including all required documentation.
- Develop, secure, and coordinate services aimed at housing stabilization, employment assistance, and linkage to mainstream and supportive resources.
- Maintain ongoing communication with property management, rental assistance intermediaries, and other stakeholders to resolve any housing stability concerns.
- Provide ongoing case management to monitor and evaluate the progress of program participants towards their goals.

- Document all case management activities, progress, and outcomes in the Client Track HMIS system.
- Determine eligibility of referred families using current TANF-approved documentation.
- Adhere to the Atlanta CoC Written Standards of Care, Policies and Procedure, and the Data Quality Plan.
- Support the preparation and submission of monthly reports on case management statistics, services provided, and outcomes.
- Other Duties as assigned.

Knowledge, Skills, & Qualifications

Knowledge & Skills
- Strong organizational, critical thinking, problem-solving, communication, and creative skills.
- Proficiency in MS Office Suite, Client Track, Salesforce, and other database systems.
- In-depth knowledge of TANF and Rapid Rehousing programs, including understanding program requirements and models to effectively support families.
- Strong analytical and assessment skills to conduct comprehensive evaluations of family needs using specialized assessment tools.
- Cultural sensitivity and diversity awareness to address the unique needs of diverse families and ensure equitable service delivery.
- Proficiency in crisis intervention and conflict resolution, managing crises and mediating conflicts to ensure housing stability.
- Strategic planning and goal-setting abilities to develop and implement effective housing and service plans for clients.
- Knowledge of regulatory compliance and documentation for TANF eligibility and funding, with meticulous attention to detail.
- Familiarity with community resources and effective networking to connect clients with necessary services and support.
- Strong client advocacy skills to navigate the housing market and service systems on behalf of clients.
- Competence in data management and reporting, using systems like Client Track HMIS for accurate documentation and program reporting.
- Ability to work flexibly and multitask in a dynamic team environment.
- Excellent verbal, written, and interpersonal communication skills.

Qualifications:

- Bachelor's Degree in Social Work, Psychology, or a related field of social services
- Experience in case management, particularly in housing navigation and rapid rehousing programs.
- Prior work with diverse populations and a deep understanding of the challenges faced by families struggling with homelessness, mental health issues, and other crises.

- Proficient in MS Office Suite, Homeless Management Information System Client Track, and database systems, etc.
- Possess a valid Georgia driver's license, with a good driving record and reliable transportation, required.