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JOB DESCRIPTION

Housing Case Manager

POSITION TYPE: Case Manager – Full Time Non-Exempt

DESCRIPTION: The Housing Case Manager is responsible for working with clients to develop a personalized housing-based case management plan that addresses their barriers to housing. In addition, the Housing Case Manager is responsible for identifying housing leads, developing relationships with property owners/managers, and providing continuing case management for clients placed in subsidized housing.

REPORTS TO: Access Center Director

Duties and Responsibilities:

- Housing Counseling
 - Work with clients to develop individualized housing plans;
 - Adheres to strict boundaries and professional ethics in the care of others;
 - Assists clients with housing applications, completes supportive and subsidized housing paperwork, surveys rental market for affordable housing, and advocates for clients with prospective landlords.
- Develop Housing Listings for Clients
- Coordinate Moves to Permanent Housing
- Maintain Client Records
 - Maintain accurate documentation of service objectives and outcomes as well as other services in accordance with Federal, State, County and PATH Achieve Glendale guidelines;
 - Maintain client related data systems, including case notes and complete HMIS entries;
 - Prepare case management related reports including but not limited to: outcomes, successes, etc;
- Home Visits/Client Follow-up
 - Continually monitor and evaluate each client's progression through their housing case management plan, and develop corrective action revisions to the plan as needed;
- Landlord/Tenant Relations and Recruitment
 - Attend program-related community, coalition and committee meetings as assigned;
 - Conducts crisis intervention as needed.
- Case Conferencing
 - Ensure effective service delivery by coordinating work with other case managers assigned to client.

Qualifications and Requirements for this Position:

- 4 year degree in human services or comparable combination of education/work related experience required;
- Experience in social service setting with working knowledge of case management systems and planning techniques;
- Knowledge of housing related resources, housing rights issues, and the Continuum of Care for homeless persons;
- Experience working with homeless individuals and families a plus;
- Must be proficient in the following computer applications--Microsoft Word and Excel;
- Must be insurable and provide own transportation for work related travel as necessary.