

LHM Social Services Foundation

Job Title: Transitional Housing Case Manager
Department/Location: Administrative Offices

Reports to: TH Program Director
FLSA Status: Exempt

Position Summary:

Transitional Housing Case Managers are responsible for intensive case management, service/resource identification and coordination, goal setting, and accountability for participants in the LHM Foundation Horizons Transitional Housing Program, offered in a congregate living environment.

Supervision Responsibilities: This position does not have responsibility for supervising other employees.

Essential Job Functions and Responsibilities:

- Demonstrate the LHM Foundation mission and core values in all professional interactions, establishing internal and external relationships of mutual trust and respect.
- Provide intensive case management that promotes healing, restoration, accountability and success in overcoming barriers to housing security.
- Work with program participants to develop an individualized plan toward achieving housing security, identifying challenges, resources, interim goals, and timelines, evolving that plan over time.
- Identify and assist program participants in accessing relevant resources.
- Provide education and guidance to program participants and other residents with respect to the daily activities of life (e.g., laundry, cleaning, basic cooking, etc.), as needed, directly and through collaboration with volunteers and others.
- Provide follow-up case management after a participant leaves the Horizons program, consistent with organizational policies.
- Schedule and conduct weekly individual case management sessions, with informal interim meetings, as necessary.
- Advocate for and refer program participants to other agencies as needed, accompanying program participants to meetings/appointments when appropriate.
- Uphold and model high standards of moral and ethical conduct.
- Identify and implement case management best practices.
- Develop and grow collaborative relationships with various support and human services organizations and other relevant community partners.

- Ensure appropriate program data management and recordkeeping.
- Educate and support program participants and other residents in understanding and following program routines and policies, holding program participants and other residents accountable, as appropriate, in collaboration with the Program Director.
- Assume other program staff roles in their absence or as necessary.
- Transport program participants to certain appointments, as needed.
- Safeguard the confidentiality of program participant and other resident information, personnel matters and business information.
- Prepare information and reports as requested by the Program Director.
- Other duties as assigned from time to time.

Required Skills and Qualifications:

- Bachelor's degree required, with major in human services or a related field preferred.
- At least 5 years of human services experience required, including demonstrated experience of (a) providing trauma-informed care, and (b) working with issues of and within systems related to homelessness, poverty and domestic violence, addiction and mental health challenges, including familiarity with available programs and resources.
- Experience collaborating with other human services agencies to work towards shared goals.
- Passion for advocating for and supporting low-income populations.
- Ability to respectfully and graciously, yet firmly, hold program participants accountable to policies and other program requirements, maintaining healthy and appropriate relational boundaries.
- Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- Availability to work a flexible schedule including, when necessary, evenings, weekends and holidays, as well as possible "on call" responsibilities on a rotating basis.
- Reliable vehicle, automobile insurance, valid driver's license and clean driving record.
- Excellent administrative and communication skills.
- Strong problem-solving skills, and ability to deal calmly with and deescalate crisis and confrontational situations.
- Excellent organizational and time-management skills.
- Strong ethical standards and a high level of integrity.
- Advanced skill in Microsoft Office Suite products.
- Ability to develop and maintain effective working relationships at all levels of the organization.
- Demonstrated commitment to valuing diversity and contributing to an inclusive working and client service environment.

- Value open communication as essential for creating and maintaining a positive work environment.
- Strong supervisory and leadership skills.
- Ability to thrive in a busy, fast-paced environment, prioritizing projects and delegating when appropriate.

Physical and Visual Demands; Physical Surroundings/Conditions:

The position is a full-time in-office position, with local travel required. It requires substantial written and oral communication, as well as significant use of a computer and telephone. Frequent sitting, standing, walking to perform the essential elements of the job. Occasional lifting and/or carrying objects up to 25 lbs. Case Managers must pass all criminal history and other background checks as required by LHM Foundation. LHM Foundation reserves the right to modify this position description as needed to meet the needs of the organization.

Statement of Understanding:

I have read the above job description and essential functions. I understand and agree to carry out these responsibilities as assigned. I understand that this job description can change at any time, and I will adhere to all required compliance laws and regulations in a professional manner.

Please Print Name

Employee Signature

Date

Manager Reviewing

Title