

## JOB DESCRIPTION

Position Title	Department	Reports to
<b>Housing Case Manager Team Lead</b>	Housing	Deputy Director of Housing Services
Employment Status	FLSA Status	Effective Date
Full-Time	Exempt	2022

### POSITION SUMMARY

Good Samaritan Ministries mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

As the Housing Case Manager Team Lead, you will guide the work of a dynamic team of housing case managers who provide in-home supportive services to persons facing evictions or entering housing out of homelessness. The ideal candidate will be well organized, have strong communication and problem-solving skills, and will understand and lead from a strength-based, person-centered social service framework. If you hope to enhance your supervision skills, hone your organizational strengths, and find a space where your abilities to lead with compassion and integrity result in meaningful community impact, we look forward to hearing from you.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

1. Deliver on-going leadership and supervision to Housing Case Management Team members. Participate in hiring, training, and retaining staff with a focus on staff development that leads to improving the quality of housing supportive services provided to housing program participants
2. Create, coordinate, and implement various administrative and program changes to ensure the provision of compassionate, timely, and equitable responses to the needs of all supportive housing program participants
3. Following grant guidelines, assist staff in reaching established program outcome goals
4. Provide direct case management services when necessary to eligible households and assist staff with problem-solving housing crisis situations which may include helping with locating, securing, and maintaining housing for program participants
5. Answer inquiries from landlords, program participants, and other community partners around the provision of GSM housing supportive services
6. Work collaboratively across the organization to coordinate with Intake, Eviction Prevention, Property Management and Circles Teams to encourage a continuum of care for all households receiving housing-related supportive services

7. Collect and input data into the Homeless Management Information System (HMIS), and work with database lead in making corrections prior to predetermined deadlines
8. Organize and conduct routine quality controls so all reports, notes, documents, and client files are current, accurate, and completed within all database tracking systems and in accordance with State, Federal and agency regulations
9. Maintain appropriate boundaries with clients, staff, and outside organizations, and adhere to professional standards of confidentiality, and ethical conduct in all forms of correspondence
10. Work respectfully and effectively in a multicultural environment and provide services in a non-judgmental manner
11. Maintain openness to supervision, which can include at least one bi-weekly meeting with immediate supervisor
12. Attend all sponsored and/or required training and in-service sessions as scheduled, and lead internal and external training and in-service sessions as appropriate
13. Prioritize workload to maintain highest quality of services provided
14. Complete other duties as assigned

#### **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- 1-year staff supervisory experience
- BSW or Bachelor's degree in a related field
- Ability to interact with people of a diverse background
- Ability to work independently and as part of a team
- Ability to complete work accurately under tight deadlines
- Ability to learn and comply with regulatory program rules and expectations
- Excellent interpersonal, communication, and organizational skills (written and verbal)
- Basic mathematical skills
- Knowledge of community resources
- Proficient in Microsoft Suite applications
- Ability to work flexible schedule; most hours between Mondays to Fridays, 8:30 a.m. - 5:00 p.m.
- Must have access to a personal vehicle, valid driver's license and auto insurance

#### **PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- 2-4 years staff supervisory experience
- Experience working with grant funded programs
- Experience in a non-profit organization
- Lived homeless experience or housing instability experience
- 3 years field experience

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The Housing Case Manager primarily works in a professional office environment, regularly visits program participants in their homes within Ottawa County, and travels to attend off-site trainings and events as assigned.

While performing the duties of this job the employee is regularly required to move about inside the office to access file cabinets, office machinery, etc., and must be able to remain in a stationary position 50% of the time, and occasionally lift and move 25lb boxes unassisted. Employees will also constantly operate office machinery such as computers, copy machines and calculators, and will frequently learn new information and communicate accurate details in person and over the phone. Employees also frequently drive to home visits and move in and out of homes under varying weather conditions, which may require the ability to ascend and descend stairs while carrying necessary appointment materials.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**Reviewed with employee by**

**Signature:** \_\_\_\_\_  
**Name (print):** \_\_\_\_\_  
**Title:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

**Received and accepted by**

**Signature:** \_\_\_\_\_  
**Name (print):** \_\_\_\_\_  
**Title:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

Good Samaritan Ministries is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.