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Starting Over, Inc.

6355 Riverside Ave., Riverside CA 92506

www.startingoverinc.org

JOB TITLE

Housing First Case Manager

$23.00 hr. - 25.00 hr.

Job Summary:

The Housing First Case Manager is a crucial member of our organization dedicated to providing housing and support services to individuals experiencing homelessness. This position focuses on implementing the Housing First approach, which prioritizes immediate access to permanent housing for individuals without preconditions or barriers. The Housing First Case Manager works closely with clients to assess their needs, secure housing, and provide ongoing support to promote housing stability and overall well-being.

General Duties:

Conduct comprehensive assessments of clients experiencing homelessness to determine their housing needs and preferences. Facilitate the rapid placement of clients into permanent housing, working collaboratively with landlords and property owners. Assist clients in navigating the housing application process. Provide ongoing support and resources to help clients maintain their housing, address challenges, and prevent eviction. Foster a supportive and trusting relationship with clients, using a strengths-based and trauma-informed approach. Develop individualized service plans with clients, focusing on their unique goals, strengths, and barriers to housing stability. Collaborate with clients to identify and address any underlying issues, such as mental health, substance abuse, employment, or financial challenges. Connect clients to appropriate community resources and support services. Provide immediate crisis intervention and problem-solving support to clients. Advocate for clients' rights and needs when interacting with landlords, property managers, and other service providers. Mediate and resolve conflicts. Maintain accurate and up-to-date client records, ensuring compliance with organizational policies and confidentiality standards. Complete required documentation, including intake forms, progress notes, service plans, and program evaluation reports. Collect data on client outcomes and program effectiveness,. Participate in team meetings, case conferences, and staff trainings to enhance professional development and maintain program quality.

Job Qualifications:

Bachelor's degree in social work, psychology, or a related field. Demonstrated experience in case management, housing support, or homelessness services. Knowledge of Housing First principles, trauma-informed care, and harm reduction approaches. Familiarity with local housing resources, subsidies, and community service providers. Compassion, empathy, and a commitment to social justice and equity. Valid driver's license and access to reliable transportation (if required for the role).

Skills:

Excellent organizational skills with the ability to prioritize and manage multiple tasks simultaneously.

Effective verbal and written communication, and interpersonal skills.

Competent with Microsoft Office, Gmail suite, data entry, and relevant software applications and data management systems

Ability to work independently, manage a caseload, and prioritize tasks effectively.

Strong analytical and problem-solving skills.