

Willis Dady Homeless Services

Job Title: Homeless Prevention Case Manager

Immediate Supervisor: Housing Programs Director

Agency Overview: *Since 1987, Willis Dady Homeless Services has been working to empower individuals and households to break the cycle of homelessness and become self-sufficient. Willis Dady offers robust and individualized services to households at risk of and experiencing homelessness in Linn County, Iowa. Willis Dady works closely with local homeless service providers to identify gaps in services and provide innovative and personalized ways to fill those gaps to best meet the needs of our community.*

Position Summary:

The Homeless Prevention Case Manager is responsible for finding and resolving homelessness with households (individuals and/or families) who are facing the loss of their housing, are unstably housed, or are currently sleeping in a place not meant for habitation (outside, in vehicles, abandoned buildings, etc.). The case manager will work with households for a range of time; some will involve a one-time phone call and others will require a series of meetings and/or assistance. The case manager will perform outreach on an ongoing basis across Linn County, working with a wide range of service providers to keep households housed or assist those without housing to successfully attain housing.

Initiative, problem solving, effective communication with clients and landlords, a collaborative style, ethical conduct and motivational interviewing or similar techniques are essential to success in this position. Travel is a required part of the position and will be reimbursed by Willis Dady. The Housing Case Manager must supply their own vehicle. The position is full time (40 hours per week) with an hourly rate of \$19.23 and a competitive benefits package: 75% of employee health premium covered by the agency, dental and vision plans, 3% Simple IRA match, short-term and long-term disability, life insurance, paid time off, personal days, flexible scheduling, and a 30-day paid sabbatical after five years of employment. Willis Dady is a federal student loan forgiveness qualifying agency.

To Apply

Please submit a **resume, cover letter, and contact information for three professional references** to Lauren White at lauren@willisdady.org or via mail at 1247 4th Ave. SE, Cedar Rapids IA 52403. Interested applicants may also call for more information at: 319-362-7555. Applications are now being accepted and will be until the position is filled.

Requirements

The Homeless Prevention Case Manager must be self-driven and motivated to help households at risk of or experiencing homelessness access resources, referrals, and housing stability. The case manager must believe in and promote the housing first model and trauma informed care. Previous experience working within homeless services and/or lived experience of homelessness is highly preferred.

Qualified candidates must have:

- Align with agency core values: Support, Stability, and Opportunity: Empowerment: Equity and Inclusion: Meet People Where They're At: Energy, Enthusiasm, and the Courage to Lead: Acting with Integrity: Community.
- High school diploma or equivalent with a minimum 2-years' experience working with individuals in crisis or vulnerable populations. Alternatively, 5 years' experience in lieu of a diploma.
- Ability to travel throughout Linn County, a valid driver's license, vehicle insurance, and access to a reliable vehicle daily. All work-related travel expenses will be reimbursed by Willis Dady.
- Must be able to make independent decisions about schedule, travel, client priorities, etc. daily. Must also be able to brainstorm and share information with Willis Dady case managers and administrative staff.

Don't meet every requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every qualification. Willis Dady is dedicated to building a diverse, inclusive, and authentic workplace. So, if you're excited about this role, we encourage you to apply anyways! You may be just the right candidate for this or other roles!

Principle Responsibilities/Duties

- 1. Advocate and Assist to Prevent Homelessness**
 - a.** Work with households at immediate risk of homelessness to ensure at least 95% of them retain or gain safe housing
 - b.** Assist ~ 20 new households each month, with a total caseload of 95 households (some will need multiple months of assistance, while others will need only short-term help). Once your caseload is built, households must be exited at the same rate of new intakes.
 - c.** Build positive relationships with clients to help them feel welcomed and to better empower them to find the resources they need
 - d.** Provide your services through a Housing First approach; focus on helping clients find and maintain housing no matter their other barriers
 - e.** Assist clients with meeting basic needs by helping them obtain emergency food, clothing, transportation, and shelter services. This may entail transporting clients
 - f.** Continuously improve your networks with landlords and advocate for your clients with landlords and property managers to assist them in obtaining and maintaining desirable housing
 - g.** Stay informed about area service providers, application processes, and eligibility requirements. Provide warm hand-offs to other agencies so clients have a direct contact when they are referred. Advocate for your clients by talking directly with other service providers
 - h.** Travel throughout the county to meet with providers who are unaware of prevention services. Spend at least 20 hours per week outside of the Cedar Rapids metro area

- 2. Advocate and Divert Individuals from Entering Literal Homelessness**
 - a.** Assess households immediate housing need and safety plan for any immediate crisis. Assess medium/long term housing needs. This done through one-on-one client centered conversation.
 - b.** Meet with households to determine natural supports/personal resources they have access to. Generate a stabilization plan encompassing these supports.
 - c.** Work alongside other diversion programs and mainstream resources to assist in stabilizing households if the need is present.
 - d.** Work with area landlords and provide mediation as necessary and assist with landlord/tenant conflict resolution.

- 3. Administrative**
 - Become ServicePoint and SOAR trained within three months of employment. Accurately submit all households served data to Data Compliance Specialist and correct any errors in accordance with the agency data timeliness expectations
 - Maintain agency record keeping and all communications in a confidential manner as per agency and program policies, including tracking program participant case notes, referrals, and progress
 - Maintain and update case notes daily and make other paperwork updates in a timely and confidential manner
 - Comply with all RRH programs policies and assist the agency in meeting program expectations
 - Keep records of Success Stories that can be shared with funders and the broader public and perform other agency administrative duties to standard

4. Other

- Maintain scheduled attendance; inform supervisor and coworkers of absences or tardiness in advance
- Attend all staff meetings including a monthly all-staff meeting, weekly case management team meetings, weekly prioritization meetings, and community meetings as scheduled and assigned.
- Attend trainings as required and pursue professional and agency development according to agreed-upon goals.
- Represent the agency and program at community and fundraising events as assigned. Adhere to and enforce all agency and program guidelines, policies, and procedures.

Note: It is the policy of Willis Dady Emergency Shelter to provide employment without regard to race, color, religion, national origin, sex, age, marital status, disability, sexual orientation, Vietnam era or disabled veteran status. All offers of employment are contingent on a negative report on the State of Iowa Criminal History Records Check and Sex Offender Registry. Willis Dady is an At Will Employer.