

Willis Dady Homeless Services

Job Title: Housing 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 Housing Case Manager is responsible for assisting eligible households experiencing literal homelessness to gain and maintain permanent housing. This position is a part of the Willis Dady case management team with the primary goal of ending homelessness as quickly as possible while preventing future episodes of homelessness for those we serve. The Housing Case Manager will provide individual case management, housing search assistance, resource referral, goal development, advocacy, and coordination of services to households experiencing homelessness. The Housing Case Manager must be able to serve households in accordance with all state and federal Rapid Re-Housing (RRH) Program requirements to help households access emergency housing, increase their income, and find long-term housing in the community.

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 Housing Case Manager must be self-driven and motivated to help households at risk of or experiencing homelessness access resources, referrals, and housing stability. The Housing 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. on a daily basis. 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. Provide intensive housing search assistance with at minimum 30 eligible households to identify appropriate housing for at least 75% of participants within 30 days of program enrollment, 25% within 90 days of program enrollment
 - a. Adhere to policies, procedures, and paperwork in accordance with the state and federal grants and the regional Coordinated Entry (CE) requirements
 - b. Conduct initial screening and assessment of referrals to RRH program to determine eligibility per grant guidelines
 - c. Assist households in acquiring necessary documentation and mitigate issues with credit reports, utility arrears, and unfavorable landlord references
 - d. Follow the Housing First Model and assist households in their housing search, including applying for apartments, negotiating with potential landlords, and accompanying households to viewings
 - e. Determine unit eligibility per program guidelines to include Fair Market Rent, Rent Reasonableness and conduct a HUD quality standard inspection for eligible units
 - f. Review the lease and program requirements with households and assist with acquisition of furniture and move-in essentials
2. Provide follow up case management and administer financial assistance following the progressive engagement model with each program participant
 - a. Work with each client to develop and progress on individual service plans according to individual goals and objectives and ensure that client interactions are person-centered, goal focused and reflect each client's service plan
 - b. Structure case management using the progressive engagement model by providing just enough financial assistance for participants to access eligible resources and meet their needs to maintain housing and increasing services as needed and requested
 - c. Identify each individual plan for financial independence and provide assistance with SSI/SSDI applications or assistance with employment searches and/or job training programs to keep clients moving towards stability
 - d. Focus case management on housing maintenance and stability: paying rent, interacting positively with neighbors, managing behaviors that may accompany mental illness or substance use, develop crisis plans, connect with appropriate community resources and support individual housing goals
 - e. Provide advocacy for households in mediating any landlord issues that may arise
 - f. Document all client interaction and maintain accurate paperwork as required by Willis Dady and funders
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.