



Support and  
Shelter for  
Overcoming  
Homelessness

# Housing Focused Case Manager | 2020

<b>Job title</b>	Housing Focused Case Manager – Vulnerable Populations Program		
<b>Reports to</b>	Supportive Services Supervisor	<b>Position Status</b>	Full Time
<b>Salary Range</b>	\$16.10/hr to start	<b>Assignment</b>	Regular/Benefited
<b>EEO Class</b>	Professionals	<b>FLSA Status</b>	Non-Exempt
<b>Shift</b>	40 hours, flexible shifts		

## Job Summary

The Road Home is a dedicated member of the homeless and housing provider network in the State of Utah and a leader in innovation and implementing best practices in our community and across the nation. We are seeking compassionate, empathetic and highly motivated individuals who are interested in making a difference in the lives of others. The Housing Focused Case Manager will provide Trauma-Informed, person-centered case management services to men and women who are experiencing homelessness with the goal of helping achieve stable housing solutions quickly and efficiently. The services provided include identifying and engaging with individuals in our Vulnerable Populations Hotel, a program that was established to protect the highest risk individuals within the homeless community from COVID-19. The Housing Focused Case Manager will work to identify common barriers faced by individuals in the Hotel and establish strategies and procedures for addressing needs on a shelter-wide scale, working together with a variety of partners across Salt Lake County to ensure each Hotel guest is able to access vital resources. This passionate and dedicated self-starter will help The Road Home achieve its mission by helping individuals connect with the services they need to obtain permanent housing in our community while focusing specifically on individuals that are most at risk due to the current COVID-19 pandemic.

## Duties and Responsibilities

1. Collaborate with Hotel staff as well as community partners to identify, seek out, engage, and support individuals in need of services.
2. Assess individual's barriers to self-sufficiency and assist in the development of problem-solving skills.
3. Provide direct, Trauma Informed Care case management services to guests, including crisis intervention, outreach, ongoing assessments, goal setting, creative problem solving, agency and community resource utilization, and network building.
4. Assist guests in developing goals that will help them overcome homelessness and stabilize in the community.
5. Provide program participants with referrals and linkages to community resources. Collaborate with mainstream service agencies to ensure that guests have access to mainstream resources.

6. Attend weekly staff/staffing meetings and other meetings as assigned.
7. Keep records, case management notes, and statistical data as required and participate in research and/or special projects as needed.
8. Evaluate own performance to increase effectiveness as a Case Manager.
9. Assist in arranging transportation for medical, housing, and other vital appointments.
10. Other duties as assigned.

## **Education and Experience**

1. Bachelor's Degree in related field preferred; two years of work experience may be substituted for one year of college.
2. Experience working with diverse and vulnerable populations preferred, including experience with mental health and substance use disorders.
3. Knowledge of homeless populations and community housing resources preferred.

## **Skills and Requirements**

1. Bilingual in English/Spanish encouraged to apply.
2. Strong interpersonal skills and the ability to work with diverse populations.
3. Ability to be culturally responsive and approach guests who are from different racial, socio-economic, religious, and ethnic communities with respect and openness.
4. Self-starter and self-directed. Ability to work independently using sound judgment.
5. Ability to multitask and make sound decisions in demanding and unpredictable situations while remaining calm, professional, and Trauma Informed.
6. Familiarity with Trauma Informed Care practices. Willingness to incorporate and expand upon these practices in your daily work.
7. Strong belief of the Housing First model. Willingness to initiate and have ongoing conversations with guests about housing.
8. Utilizing Assertive Engagement skills to engage with guests.
9. Ability to clearly and effectively communicate as well as the ability to actively and empathetically listen.
10. Willing to be a proactive member of a dynamic and collaborative team.
11. Ability to set and maintain good boundaries, using Trauma Informed Care as a guideline.
12. Ability to accept direction and constructive feedback from Supervisor.
13. Excellent organizational skills and strong computer skills, with an attention to detail.
14. Must have a clean driving record and be insurable by our agency insurance carrier.
15. Must pass a pre-employment background check and drug screen.

## **Physical and Equipment Requirements**

Ability to lift 25 pounds

Ability to stand and walk for at least an hour at a time

## Instructions to Apply

To apply, please email [resumes@theroadhome.org](mailto:resumes@theroadhome.org). Please include the job title ***Housing Focused Case Manager – Vulnerable Populations*** in the subject line.

***The Road Home is an Equal Opportunity Employer***