Announcement Date:       June 5, 2020

Position Title:          Temporary QPID Site-Case Manager

Category:               Temporary Full-Time Position with NO BENEFITS

Department:             ERCS

Work Location:          Reston, VA

Descriptive Summary
The Case Manager is a temporary position that will work onsite at the Quarantine Protection Isolation and Decompression (QPID) Site to provide housing search and placement services to homeless and non-homeless individuals and families who are a Person Under Investigation (PUI) for COVID-19, who have tested positive for COVID-19, have been exposed to COVID-19, or at high risk of complications due to COVID-19 that have been temporarily relocated to this isolation and quarantine facility. The Case Manager is responsible for coordinating discharge to appropriate housing options from the QPID Site along with referring agency or provider. A Case Manager bilingual in English/Spanish is strongly preferred.

The Case Manager assists the individuals and families in searching for appropriate housing, completing applications, applying for financial assistance and assisting them with moving from the QPID Site to community housing as well as maintaining their housing once they have moved. The Case Manager develops working relationships with landlords, rental offices, faith communities, and/or community associations to provide ongoing positive relationships to ensure continued available resources of housing for the clients. As part of the case management team, assists clients in identifying housing needs and housing barriers. The Case Manager must have strong interpersonal and motivational skills. In addition, he/she must possess a patient, trauma-informed approach to service delivery. All duties are performed in a professional and timely manner, in a fast-paced, high-demand environment. The Case Manager is responsible for utilizing a Housing First approach to move individuals and families experiencing homelessness into permanent housing and will be held accountable for meeting or exceeding outcomes as well as other contractual obligations.

Key Performance Indicators
• Assess housing barriers of households at the QPID Site to determine housing and service needs.
• Develop housing procurement, financial, and self-sufficiency case management plan with participants. This will include intake interview to determine household needs, goals, and eligibility.
• Identify and work to develop housing opportunities and maintain ongoing relationships with landlords and other housing providers.
• Provide mediation and advocacy with landlords on the household’s behalf to develop a workable plan to obtain and/or maintain housing.
• Determine appropriateness of household for receipt of rapid re-housing funds and recommend amount. Allocates and tracks use of ESG and VHSP rapid-rehousing funds.
• Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors, and creditors)
• Serve as an ongoing liaison between property managers and clients as well as between clients and neighbors.
• Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
• Follows Cornerstones integrated care management model to connect clients to services that will assist them with maintaining stable housing (e.g. benefits, mental health, substance abuse, housing referrals, financial assistance, home based services, training, medical services, mentoring and socialization).
• Connects clients to credit counseling and other services necessary to assist clients with critical skills related to budgeting, managing money, accessing a free personal credit report, and resolving personal credit problems.
• Documents all services identified and provided, referrals made, and transportation provided.
• Travels and makes home visits as well as works an adjusted work schedule including evenings and weekends as necessary.
• Uses automated technology including HMIS and hard copy files to maintain, update, and report on housing activities, case data, goal attainment, and outcomes in a timely manner.
• Provides regular progress reports on outcomes and activities for grant and funding purposes
• Performs other duties as assigned.

Education
• Bachelor’s degree in an applicable human service field plus two years of professional social work/case management experience with homeless and/or at-risk populations.
• Master’s Degree in applicable human services field preferred.

Experience and Skills
• Bi-lingual in English/Spanish strongly preferred.
• Requires knowledge and belief in “Housing First” and “Rapid Re-Housing” philosophy and strategies.
• Knowledge or understanding of tenant’s rights and responsibilities as well as “strengths based” case management.
• Knowledge of current social service, homeless, and housing issues and methods/approaches to address issues.
• Experience working with high barrier individuals and families including people with mental health and/or substance abuse disabilities is required.
• Ability to manage multiple tasks in a fast-paced environment
• Excellent data entry and data quality skills.
• Ability to work a flexible schedule including nights and weekends.
• Ability to engage and work collaboratively with others.
• Ability to use Microsoft Office, prepare clear and precise documentation and utilize on-line communication and data tracking systems.
• Ability to use HMIS to establish and maintain case records and to facilitate data collection.
• Ability to communicate clearly and concisely, both orally and in writing.
• Candidate must be able to lift items weighing 10-20 pounds.
• Candidate must possess a valid driver’s license, reliable transportation, good driving record, and personal car insurance.
• Candidate must be able to drive 15 passenger van.
• Candidate will be required to pass criminal background and Child Protective Services background checks.

Attitude
Actively interested in learning about new and evidence-based methods for improving operations
Attentive to constraints of time and funds in setting stretch goals
Respectful of staff, volunteers, funders and clients
Forward thinker, considering not just today but what are the implications for tomorrow
Collaborative leader, working with others individually and in teams.

Work Environment
The office of the Case Manager is located at the QPID Site hotel. Client meetings take place at the QPID Site and in the community.

How to Apply:
A cover letter and resume are required. Please send to:

Recruit
Cornerstones
11150 Sunset Hills Rd.
Suite 210
Reston, VA 20190

Email: recruit@cornerstonesva.org
Fax: 571-323-9554
TTY: 571-323-9555

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