Announcement Date: August 27, 2020

Position Title: Case Manager, Supportive Housing

Category: Full-Time

Department: ESHP

Work Location: PT

Descriptive Summary
The case manager provides critical linkages to and coordination of services on behalf of people who require assistance to maintain permanent housing. Provides aftercare services to individuals and families exiting emergency shelter into permanent housing. This person works as an integral member of the Fairfax-Falls Church Community Partnership to Prevent and End Homelessness, with specific emphasis in Human Service Region 3. Focusing on the 5 primary outcome areas: 1) transitioning to permanent housing after experiencing homelessness, 2) community connectedness and integrated care management, 3) increase in income and savings, 4) reduction in debt / improvement in credit score, 5) reducing recidivism and returns to homelessness, the case manager works collaboratively with the household to increase their self-sufficiency.

Key Performance Indicators
- Works with the client to prepare, implement and monitor individual plans and budgets that, at a minimum, address the core outcome areas as well as other significant barriers to maintaining housing. Plans must include goals and specific action steps needed to meet those goals.
- Assess client eligibility and need for benefits and services and makes appropriate referrals, including requests for financial and/or housing assistance, and connection with county and mainstream benefits.
- Maintain case and Homeless Management Information System (HMIS) files that meet agency and contractual standards. Case and HMIS files must include information that is current up to the previous 31 days (intake information is required to be completed within 7 business days.)
- Conducts comprehensive in-depth assessments utilizing uniform intake/assessment tools including the Individual/Family Housing Assessment, the Housing and Services Triage Tool, the Self-Sufficiency Outcomes Matrix and others developed by the Fairfax County Office to Prevent and End Homelessness (OPEH).
- 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 participants as well as between participants and neighbors.
- Recertifies eligibility for programs as indicated by specific program guidelines.
• Conducts home visits and housing inspections.
• Participates in multi-disciplinary meetings, case staffing, as well as community-wide trainings and meetings.
• Provides intern / volunteer supervision (as appropriate.)
• Advocates for and actively assists families and individuals in obtaining services (e.g. mental health, intellectual disability, alcohol and drug, housing referrals, financial assistance, home based services, training, medical services, mentoring and socialization).
• Uses automated technology including HMIS and hard copy files to maintain, update, and report on case data, goal attainment, and outcomes in a timely manner.
• Addresses and if necessary, diffuses crisis situation with clients. Assesses safety issues and assists clients to access emergency services as needed (e.g., mental health services, child protective services, adult protective services, women’s shelter, homeless shelter).
• Performs other related duties and responsibilities as required.

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 preferred.
• MSW plus two years post-master’s degree a plus.
• Bi-lingual in English and Spanish or English and Arabic.

Experience and Skills
• Requires knowledge and belief in “Housing First” and “Rapid Re-Housing” philosophy and strategies.
• Knowledge of current social service, homeless, and housing issues and methods/approaches to address issues.
• Knowledge or understanding of tenant’s rights and responsibilities as well as “strengths based” case management.
• Knowledge of the principals and practices of case management.
• Knowledge of regulations and guidelines relating to the assigned area of social service provision.
• Ability to communicate clearly and concisely, both orally and in writing.
• Ability to use HMIS to establish and maintain case records and to facilitate data collection.
• Ability to schedule and manage workload sufficiently to meet deadlines.
• Ability to work a flexible schedule including nights and weekends.
• 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.

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
This position is performed in a traditional office environment 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
An Equal Opportunity Employer.
Minority/Female/Veteran/Disabled designations.