

CHRISTIAN CHURCHES UNITED  
JOB DESCRIPTION

**Homeless Assistance Case Manager**

TITLE: Homeless Assistance Case Manager

REPORTING

RELATIONSHIP: Reports to the Program Manager of HELP Ministries

PRIMARY

WORK PLACE: HELP Ministries Office, 413 S. 19<sup>th</sup> St., Harrisburg, PA 17104

PURPOSE OF

POSITION: To provide case management support to Homeless Assistance Program clients in order to prevent eviction or to assist in exiting homelessness as quickly as possible.

CLASSIFICATION: Full-Time/Non-Exempt

TASKS:

- Develop case plans with clients to coordinate existing personal and community resources to meet agreed upon goals, referring clients to other services as needed.
- Follow-up on the progress of client households and provide case management support, including budgeting and life skills guidance in order to meet case plan goals.
- Maintain positive rapport with Homeless Assistance Program team members, working collaboratively to troubleshoot challenging situations and provide quality services to clients.
- Assist in the evaluation of rental assistance applications as needed, obtaining information from clients, landlords and other entities in order to verify eligibility for rental assistance/other programs
- Communicate with landlords to assure any rental payment arrangements are made in accordance with program guidelines.
- Clearly and accurately document all necessary information in client files, both paper and electronic.
- Assist in compiling necessary program reports.
- Conduct out-of-office assessment and case management activities as needed, assisting homeless households who are either unsheltered or in emergency shelter with accessing permanent housing resources.
- Perform other duties as assigned.

QUALIFICATIONS:

- Associate's degree in human services or related area preferred, a minimum of one year experience in human services required.
- Good customer service skills, including professional telephone manners.

- Attention to detail and ability to follow directions accurately.
- Ability to work effectively in a team environment.
- Ability to communicate clearly and compassionately with individuals who are under great stress.
- Computer data entry experience and ability to learn new software programs.
- Strong affirmation of CCU's mission, and experience and interest in working with individuals from diverse cultural, ethnic, socio-economic and theological backgrounds
- Physical ability to carry out the above duties is essential. This includes, but is not limited to: Sitting or standing for extended periods of time (2 hours or more), reaching above shoulder height, bending, stooping and lifting up to 40 lbs., and ability to climb multiple flights of stairs.
- Acceptable criminal background and child abuse history checks.
- A valid driver's license and reliable vehicle
- Ability to work 37.5 hours/week, including up to two evening shifts until 6 pm.