

# FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

**Job Title: Case Manager- Emergency Housing Vouchers**

**Reports to: Program Manager- EHV**

**Education Requirement: Bachelor's Degree**

**Experience Required: Minimum 1 year of human/social services program delivery**

**Prefer: Bilingual English & Spanish**

**Position: Contract - Nonexempt, Full Time – contract to end June 2023**

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## **Job Summary:**

The Emergency Housing Vouchers (EHV) are a new resource to our community supported through the American Rescue Plan Act with a goal of helping communities address the potential increase in housing instability and homelessness as a result of COVID-19 pandemic.

This position will be part of the Program Department. Under the supervision of the Program Manager- EHV, the EHV Case Manager is responsible for the screening, advocacy, and case management of Families Forward EHV housing clients. The EHV Case Manager is also responsible for data entry and data management related to their voucher housing clients and other program participants, as determined by the Program Manager- EHV

## **Essential Job Duties:**

### **Screening of Clients: (30% of time spent)**

- Collaborate with EHV Housing Resource Specialist after client match to complete enrollment process with clients- including packet review and tenant screening.
- Coordinate and/or provide: life skills counseling, support services, and referrals to community resources.
- In consultation with the EHV Housing Specialist, identify appropriate housing for clients.
- In consultation with the Career staff, determine the types of career services that will best assist the clients with obtaining/retaining/ improving employment.

### **Case Management Duties: (60% of time spent)**

- Inform and update EHV Manager on any matched clients on weekly basis to report back to CES.
- Maintain a case load of both active and pending voucher clients.
- Assess families' challenges, strengths, and areas where they may need assistance.
- Develop an individualized service plan with monthly goal sheets for each client-family.
- Meet with client-family monthly, or more if needed, to help them achieve their goals.
- Coordinate resources and referrals with assistance from EHV Manager and CARE team.
- Keep and maintain appropriate records and complete all relevant agency/program forms, doing so in a confidential and professional manner.
- Be responsible for timely entry of case notes, services and client information into Client Track, HMIS and other required data base systems.
- Monitor all client expenses; seek approval for expenses from the Housing Program Manager.

### **Additional Duties: (10% of time spent)**

- Maintain consistent communication channels with all parties involved in a particular housing situation, including the property manager, case manager, public housing authority, legal services partner, and other collaborating partners.
- Assist with the coordination of outreach efforts regarding housing to reach potential clients, apartment communities, and participate in other outreach efforts as needed under the supervision of the Housing Program Manager.
- Report success stories, progress, statistics to the Board as requested by the Housing Program Manager.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all staff, case management, and Board meetings as requested.

## **Additional Qualifications:**

- Maintain valid California Driver's License and State Mandated Auto Insurance
- Bilingual - English & Spanish preferred

Please send resume to Marissa Hall at [mhall@families-forward.org](mailto:mhall@families-forward.org)