

HOUSING CASE MANAGER

Reports To: Program Manager **Salary Range:** \$45,000-\$50,000 **Position:** Full-Time

GENERAL DESCRIPTION

The Youth Housing Case Manager supports youth in maintaining housing and facilitating pathways to permanent housing for youth who are unhoused and in RYSE (Residential Youth Services & Empowerment) programs. Youth Housing Case Managers oversee their client caseload and fill a vital role in linking youth experiencing housing insecurities to a suitable housing program. This position supports youth to gain developmentally appropriate tenancy skills and help them sustain their housing.

JOB RESPONSIBILITIES

- Facilitate re-housing activities, such as move-ins, move-outs using a youth choice and housing first approach.
- Conduct screenings and assessments with participants, including hard-to-reach clients, to determine housing barriers and appropriate housing intervention as needed.
- Input data promptly in Homeless Management Information System (HMIS), excel spreadsheets, and case management database as program requires.
- Practice positive youth engagement through persistent and creative methods to motivate, encourage participation, and promote follow-through to obtain and maintain stable housing.
- Facilitate community building activities within RYSE's housing programs.
- Teach necessary life skills and engage youth with community activities of their choice.
- Remain primary point of contact with client during youth's housing journey.

Case Management

- Oversee the development and implementation of individual success plans, housing assessments, and monthly budgets.
- Identify barriers to obtaining and maintaining housing and develop steps with the participant to overcome the barriers.
- Facilitate opportunities for family reunification and relationship strengthening.
- Conduct home visits on a regular schedule.
- Oversee appropriate discharge plans from permanent housing programs and create a smooth transition plan.
- Monthly rent collection.
- Support youth on their path to financial literacy, including the use of a monthly budget.
- Monthly housing inspections for independently housed clients.
- Assist clients with obtaining and increasing their employment and education.

- Connects housed youth to all government and community benefits they qualify for.

Team Participation

- Actively participates in staff meetings and other group activities.
- Participate in case conferencing to support other case managers and obtain support from coworkers.
- Leads team discussions on client progress and develops viable solutions to ensure best support for the client's success.
- Promotes excellent community relations and utilizes community services and resources.
- Attends training programs for professional development that includes, at a minimum, trainings required by RYSE and by regulatory and accrediting bodies.

JOB REQUIREMENTS

- Bachelor's degree in a related industry or field (human services, public health, social work, counseling, etc.)
- One -two years of experience working in case management or a housing navigation environment with a particular focus on young adults ages 18-24.
- Knowledge of available community resources and services in Hawaii.
- Proficient in use of computer technology primarily Microsoft Word, Excel, Outlook.
- Ability to complete a variety of daily, bi-weekly, and monthly documentation, as well as data collection.
- Ability to respond efficiently and effectively in emergency situations, including crisis de-escalation and intervention.
- Understand and maintain confidentiality of participant information
- Perform general clerical duties including recordkeeping and filing.
- Excellent verbal and written communication skills.
- Ability to work independently and as a part of an interdisciplinary team.
- Ability to work with diverse populations.
- Valid HI driver's license and reliable transportation and/or own vehicle.
- Must be available to work weekends and evenings.
- Performs other duties as assigned.