

**Emma Norton Services
Position Description**

JOB TITLE: Scattered Site Housing Case Manager

REPORTS TO: Emma Norton Residence Program Director

STATUS: Full-time, exempt, 1.0 FTE

I. PURPOSE OF POSITION

The scattered site housing case manager provides ongoing structured case management services primarily to women living in scattered site rental housing in the wider community. Primarily the individuals served will be transitioning out of Emma Norton Residence (a permanent supportive housing program), but some may be directly referred by Ramsey County Coordinated Entry. In this role, the case manager will support the adult members of the families in achieving housing stabilization, developing goals and self-sufficiency. The case manager works closely with other Emma Norton Residence staff to ensure effective team communication that promotes client satisfaction and effective services. Emma Norton Residence operates as a Housing First and Harm Reduction program utilizing best practices and delivers services using a client-centered approach.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides in home case management for individuals to assist with finding and maintaining housing.
 - a. Recruit eligible households from Emma Norton Residence and other applicable Coordinated Entry systems.
 - b. Coordinate intake process with Metro HRA, and any other potential rental assistance partners.
 - c. Complete Stability Plans within 90 days of participant entry into program; update goal plan every six months thereafter.
 - d. Assist clients in accessing community resources, including transportation, accompanying clients to initial and/or significant appointments, meetings, etc.
 - e. Assist clients with housing search, rental screening and application process.
 - f. Meet with participants regularly to assist them in developing and achieving goals in the areas of budgeting/finance, education, employment, mental and chemical health, transportation, housing and parenting.
 - g. Maintains up-to-date and organized case files, documentation of assessment of service needs, service plans including goals, and case notes documenting case management service delivery in participant files.
 - h. Collects and records all required statistical information, and accurately reports data in a timely manner.
 - i. On-call as assigned to respond to crises or emergencies.
2. Fosters Tenant Skills:
 - a. Assist Program Director with recruiting participants for and implementing participant workshops (i.e. budgeting, tenant training, DBT groups) onsite or at other ENS locations.

- b. Assists participants in acquiring necessary resources for move-in and furnishing of unit.
 - c. Provide landlord-tenant support and mediation to maintain housing
 - d. Assists participants and families as needed to identify opportunities for community integration and developing natural support networks.
 - e. Facilitate peer mediation as needed.
3. Other duties:
- a. Participates in All Staff meetings, and program-specific team meetings as scheduled.
 - b. Maintains up-to-date knowledge and expertise in areas related to job duties.
 - c. Acts as a positive and engaged team member.
 - d. Develops and maintains positive professional relationships with all community partners.
 - e. Attends community meetings that are relevant to work.
 - f. Performs other duties as assigned.

III. QUALIFICATIONS:

1. Bachelor's degree in a social services field with one year related experience preferred or a minimum of an Associate's degree with three years related experience required.
2. Experience delivering services to adults who have experienced mental illness, alcohol or drug addiction, domestic violence, homelessness, or other trauma.
3. Knowledge of evidence-based practices preferred, specifically Harm Reduction, Housing First, Motivational Interviewing, Trauma Informed Care and Person-Centered approaches.
4. Able to identify and assess a wide range of client needs.
5. Knowledgeable about community resources.
6. Able to communicate effectively orally and in writing.
7. Able to exercise good judgment and problem solving in a wide variety of situations.
8. Able to maintain professional boundaries.
9. Computer skills, including Word processing, data entry, e-mail and internet skills.
10. Able to work and relate effectively to people from a variety of socio-economic, racial, faith and cultural backgrounds.
11. Able to set priorities and work on own initiative.

IV. PHYSICAL AND MENTAL REQUIREMENTS:

Physical effort is moderate, with lifting or carrying limited to no more than 50 pounds, intermittently. Case Management duties may require physical ability to climb stairs. Documentation and report preparation may, at times, require extended use of a keyboard. Vision and hearing (may be assisted) must be adequate for communication with participants, colleagues, and other related parties, using the telephone, email, or face-to-face. Proficiency must be demonstrated in reading, writing, and basic arithmetic. Mental effort is also required for problem solving, analyzing data, and evaluating performance. Work is performed in a fast-paced environment, where interruptions are frequent.

Employee Signature

Date

Supervisor Signature

Date

Executive Director Signature

Date