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## **POSITION DESCRIPTION**

### **Rapid Rehousing Case Manager**

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#### **ABOUT URBAN TRIAGE, INC.**

Urban Triage, Inc. is on a mission to transform culture, institutions, and communities to ensure a humane future. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, we do this with the community's trust and track record to carry out the work.

#### **POSITION OVERVIEW**

Provides direct service to homeless individuals and families in assessment, referral, case planning, advocacy, transportation, emotional support, and practical assistance. Provides transformative case management including housing stability plans, SMART goals, housing navigation, and life coaching.

#### **RESPONSIBILITIES AND QUALIFICATIONS**

To perform this job successfully, an individual must perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

#### **CASE MANAGEMENT**

- Meet with adults and children at home regularly.
- Provide support and resources to empower families to reach goals related to housing, employment, and other identified needs.
- Facilitate referrals for both adults and children.
- Regularly evaluate progress on case goals.

- Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and/or maintain housing; serve as an ongoing liaison between property managers, neighbors, and participants.
- Attend regular supervision, case management meetings, and relevant training.
- Assist participants in locating and securing housing of their choice when needed.
- Assess housing strengths and barriers of families experiencing homelessness to determine housing and service needs.
- Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
- Apply knowledge of residential lease contracts to educate clients on their rights and responsibilities.

### **Networking**

- Attend regular meetings with other service providers to share information and resources.
- Work with colleagues from other agencies on joint projects as the supervisor approves.

### **Reporting**

- Document all client interactions in client files promptly.
- Record all hours on the Time and Activity report.
- Maintain case notes of participant meetings and record participant services in the Homeless Management Information System.
- Ensure program compliance with client documentation/reporting standards with agency policy/procedures.
- Ensure confidentiality of all client records and information.
- Report monthly, quarterly, and annual statistics to appropriate funding sources.
- Meet weekly with the Housing Manager for supervision.

### **Competencies**

Teamwork orientation, detail-oriented, time management, client focus, good oral and written communication, flexibility, organizational skills, firm professional boundaries, cultural awareness, Housing First, Trauma Informed Care, and Harm Reduction philosophy, ability to network and build relationships with various social service agencies and/or community programs.

### **Required Education and Experience**

- A Social Work or related degree or previous experience working with people experiencing homelessness is required. A master's degree in social work or a related field is preferred.
- Experience engaging with a diverse population.
- Computer experience, including proficiency in Microsoft Office and Google Workspace applications.

## **ADDITIONAL REQUIREMENTS**

- Driver's License - Must have and maintain a valid state driver's license.
- Maintain automobile insurance coverage and have access to an automobile.
- May be required to use personal vehicle to transport clients.
- Spanish speakers are strongly encouraged to apply.

## **BENEFITS**

- Life, Dental, and Vision Insurance.
- Employee Wellness Benefits up to \$10K for executive-level employees.
- Receive 4 Weeks of Vacation plus PTO and Sick Leave Annually.
- Two Weeks of Paid Time Off for Christmas Break.
- Qualify for Disability Insurance after one year for all executive-level employees.
- Qualify for bonuses after one year of employment.
- Qualify for employee compensation incentive after one year of employment for all executive-level positions.

## **DISCLAIMER**

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

## **COMPLIANCE REQUIREMENT**

This job adheres to the ethical and legal standards and behavioral expectations outlined in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations, as well as company policies and training requirements.