

<b>Job Title</b>	Housing Case Manager/Navigator
<b>Employer/ Agency</b>	Career and Recovery Resources, Inc.
<b>Job Description</b>	<p><b>Summary:</b> The Housing Case Manager is responsible for securing housing for, and providing program case management services to eligible clients. Once housed the Case Manager provides supportive services to help the individual stay housed successfully. This position is required to go to client's homes regularly. Must be interested in working with complex clients and have a high level of problem-solving and interest in being accountable to the compliance requirements.</p> <p><b>Program Duties and Responsibilities</b></p> <p>The Case Manager is responsible for performing the following duties (including but not limited to):</p> <ol style="list-style-type: none"><li>1. Completing standardized client intakes and enrollments.</li><li>2. Completing overall housing assessments.</li><li>3. Helping clients secure housing.</li><li>4. Working with clients to develop housing and service plans.</li><li>5. Completing regular client home visits and outreach.</li><li>6. Providing information and referrals for mainstream benefits and support services to eligible clients in the Rapid Rehousing Program.</li><li>7. Maintaining case files in accordance with agency, and funder rules/policies/procedures.</li><li>8. Gathering, inputting, and reporting client data, program statistical data, and outcome data in HMIS, and as otherwise directed.</li></ol> <p><b>First 90 Days Expectations</b></p> <ol style="list-style-type: none"><li>1. Builds rapport across the organization</li><li>2. Establishes collaborative relationships to achieve objectives</li><li>3. Develops network of professional contacts</li></ol>

4. Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality, while increasing productivity.

5. Meets 30/60/90-day benchmarks as developed and or approved by supervisor.

### **Planning and Implementation**

Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

1. Completes administrative tasks correctly and on time or notifies appropriate person with alternate plan.

2. Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality, while increasing productivity.

3. Ensures the appropriate use of resources in planning activities – volunteers, vendors, committees, community partners.

4. Plans to help increase productivity, efficiency, and effectiveness.

5. Reports up to Department Leader on the overall successes and issues regarding department.

6. Ability to be culturally and linguistically competent in serving the needs of diverse clientele.

7. Provide professional level presentations to internal and outside groups on Employment Services, Adult Education, and other Social Services issues.

### **Department Compliance Expectations**

1. Implement policies, best practices, guidance, standards to create framework for effective work processes and services.

2. Understands and implements program/department organizational development to increase efficacy, and better outcomes.

3. Use and ensure the compliance of all protocols as required by funding sources.

4. Complete and submit timely and accurate documentation; financial/program paperwork, forms, letters, surveys, reports, meeting notes, and all other required correspondence, ensuring it is according to departmental standards.

5. Knowledge of general office practices and procedures and uses them effectively to streamline work.

6. Through the Quality Management Program look for ways to improve and promote quality; demonstrates accuracy and thoroughness.

#### **Agency Compliance**

1. Consistently at work and on time, ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
2. Follows instructions; takes responsibility for own actions; keeps commitments; commits to complete additional work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
3. Read, understand, and follow CRR Policies and Procedures.
4. Maintain appropriate levels of documents regarding files, reports, correspondence, personnel, and financial paperwork.
5. Attend meetings as scheduled.
6. Communicate proactively and professionally with peers and stakeholders through phone and emails.
7. Follow all regulatory requirements for reporting suspected abuse or neglect.

#### **PHYSICAL DEMANDS**

The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

#### **CORE CRR COMPETENCIES**

**Ethical** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

**Leadership** - Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others; gives appropriate recognition to others.

**Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats other with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

**Initiative** - Volunteers readily; undertake self-development activities; seeks increased responsibilities; takes advantage of opportunities; asks for and offers help when needed.

	<p><b>Interpersonal/Communication Skills</b> - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to new things; manages difficult or emotional situations; responds timely to client needs; solicits feedback to improve service; meets commitments.</p> <p><b>Oral Communication</b> - Speaks professionally in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.</p> <p><b>Written Communication</b> - Writes clearly and informatively; edits work for spelling and grammar; varies style to meet needs; presents numerical data effectively; able to read and interpret written information.</p> <p><b>Problem solving</b> - Identifies and resolves problems in a timely manner; works well in-group problem solving situations; uses reason when dealing with emotional topics.</p> <p><b>Judgment</b> - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.</p>
<b>Qualifications</b>	<p><b>Level of Education:</b> A minimum of bachelor's degree in Social Work, counseling, or human resources.</p> <p><b>Work Experience:</b> With the minimum of a bachelor's degree, two years of experience in social services or counseling. Database analysis, report writing, and compliance experience strongly preferred, experience in community outreach.</p>
<b>Salary/Hours</b>	<p>Salary Requirement: \$48,000 annually Full-time Monday-Friday: 8 hour shift</p>
<b>Address</b>	2525 San Jacinto Street
<b>City, State, Zip</b>	Houston, TX 77004
<b>Application Method</b>	<p>Apply Here:</p> <p><a href="https://www.indeed.com/viewjob?jk=e95382ce8c113c65">https://www.indeed.com/viewjob?jk=e95382ce8c113c65</a></p>
<b>Opening Date</b>	Immediately

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