



JOB DESCRIPTION

Title: Case Manager

Reports to: Housing Manager

Department: Housing

FLSA Status: Non-Exempt; Full-Time

***This position does not have remote capabilities**

The Case Manager is responsible for providing intake, case management, and administrative support services for individuals experiencing homelessness or housing instability by conducting assessments, developing and monitoring individual Treatment Plans (ITPs), coordinating referrals and community resources, maintaining accurate client records, and ensuring compliance with organizational and regulatory requirements. This role collaborates with internal teams and external partners to support client stability, address barriers to care, promote successful outcomes, and ensure smooth day-to-day program operations in a fast-paced shelter environment. The Case Manager serves as an advocate, coach and resource navigator while maintaining compliance with agency, funding, and regulatory requirements.

PRINCIPLE JOB DUTIES AND RESPONSIBILITIES:

- Facilitate the intake process and complete intake assessments in accordance with established policies and procedures.
- Develop, implement, monitor, and update individualized treatment plans (ITPs) and progress towards established goals.
- Conduct client orientation during the first face-to-face meeting following admission.
- Provide comprehensive case management services that promote residential stability, self-sufficiency, and functional independence.
- Utilize Motivational Interviewing, Stages of Change, and other evidence-based practices to support client engagement and goal achievement.
- Provide interventions, advocacy, crisis support, and referrals to appropriate community resources.
- Coordinate referrals and connect clients with housing, employment, mental health, medical, educational, and other supportive services.
- Conduct follow-up activities to ensure referrals are completed and services are effectively utilized.
- Maintain regular contact with clients through scheduled meetings, home visits (when applicable), phone calls, and follow-up appointments.
- Accurately document client interactions, treatment goals, progress, referrals, and barriers in electronic record systems
- Ensure compliance with HUD, Continuum of Care (CoC), VA, ESG, SSVF, and other applicable funding requirements.



HOMELESS EMPOWERMENT PROGRAM

- Maintain timely and accurate client records in compliance with organizational, state, federal and HIPAA regulations.
- Ensure client data in HEP Express and PHMIS remains current throughout the clients' participation in an HEP program.
- Participate in case management team meetings, interdisciplinary team meetings, and professional development opportunities.
- Develop and implement discharge plans to support safe and successful community reintegration.
- Collaborate with internal departments and external partners, including outreach teams, government agencies, healthcare providers, and community organizations.
- Service as a liaison with stakeholders to support effective service coordination and program operations.
- Enforce program rules, policies, and procedures to maintain a safe and compliant environment.
- Prepare reports, assessments, progress notes, and other required documentation accurately and within designated timelines.
- Support data collection, reporting, audits, and monitoring activities by maintaining accurate documentation and ensuring compliance with grant requirements, contractual obligations, regulatory standards, and agency policies.
- Ensure vacant beds and client spaces are cleaned and prepared within established timeframes.
- Facilitate routine room inspections and fire drills to promote safety and compliance.
- Provide coverage and support to other case managers and other programs as needed.
- Support hurricane preparedness and emergency evacuation procedures in accordance with HEP's Emergency Preparedness Plan.
- Deliver professional, client-centered case management services that reflect organizational values and best practices.
- Performs other duties and responsibilities as assigned by the Housing Manager and/or the VP of Housing Programs.

EDUCATION, KNOWLEDGE, AND SKILLS REQUIRED:

- Bachelor's degree in social work, Human Services, Psychology, Sociology, Counseling, or a related field; equivalent combination of education and experience may be considered.
- One year of experience providing case management, social services, housing services, or working with vulnerable populations is preferred.
- Knowledge of community resources available to homeless and ALICE populations.
- Knowledge of trauma-informed care, motivational interviewing, housing-first principles, and strength-based case management.
- Strong understanding of case management principles and service coordination.
- Excellent verbal, written, and interpersonal communication skills.
- Strong organizational, time management, documentation, and data management abilities.



HOMELESS EMPOWERMENT PROGRAM

- Ability to manage multiple priorities and solve problems effectively in fast-paced environments.
- Demonstrated ability to work independently and collaboratively within a multidisciplinary team.
- Ability to establish rapport with diverse populations while maintaining professionalism and boundaries.
- Demonstrated sensitivity to cultural diversity and ability to work effectively with individuals from diverse racial ethnic, and socioeconomic backgrounds.
- Proficiency in Microsoft 365 and electronic documentation systems.
- Bilingual in Spanish preferred but not required for position.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- The work environment includes both indoor and outdoor settings, with exposure to heat, humidity, and varying weather conditions.
- Duties require sitting, typing, standing, walking, bending, reaching, lifting, etc.
- Ability to walk and stand on uneven surfaces throughout the HEP campus.
- Comfortability engaging directly with clients and conducting home visits as needed.
- Ability to lift up to 15 pounds with ease; Anything over 15 pounds requires a team lift.
- Must successfully pass Level 1 and Level 2 background checks, as well as required drug and alcohol screenings.

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.