



Village of Families: Chronically homeless families with disabilities obtain safe, affordable housing through subsidy vouchers. Families work with staff to maintain housing stability and increase well-being.

Job Description

Title: Case Manager, Temporary Full-time position, 40-hours weekly

Department: Village of Families (VoF)

Reports to: VoF Director

Job summary: Assists chronically homeless families with disabilities in securing apartments (Permanent Supportive Housing); works with families to maintain housing stability and increase well-being.

Summary of essential job functions:

- Accept referrals from Garden State Community Economic Development (GSCDC).
- Responsible for client intake, releases and assessment; forward forms to Jersey City Housing Authority (JCHA) for housing certification; gathering of Homeless Management Information System (HMIS) information.
- Orienting clients to opportunities of VoF and expectations.
- Works with clients to secure and maintain housing. Creates/maintains relationship with landlords. Helps clients observe rights and responsibilities of tenancy.
- Engages in case management through phone calls, texts, emails, virtual visits and drive-by visits. Document work in HMIS. Minimum of weekly contact, often more frequent.
- Motivates clients to work on issues that will maintain housing stability and increase well-being.
- Collaborate with clients to set goals and monitor progress towards achieving them
- Provide crisis intervention and support during emergencies or challenging situations
- Maintain accurate and up-to-date case records and documentation
- Through advocacy and knowledge of community resources, connects clients with resources to address areas of need.
- Participate in agency and department-wide meetings, training events and project

Requirements:

- Passion for and experience in working with homeless families
- Bachelor's degree in social work, psychology, or sociology or related field
- Proficiency with computers
- Field work: driver's license and car (mileage reimbursed)
- Previous experience in case management or related field preferred

Abilities required:

Recognition that chronically homeless families have experienced many hardships. Successful workers will have:

- Passion to help families who have experienced the trauma of chronic homelessness, with ability to connect with clients
- Tenacity
- Patience
- Know that the results are not in your hands
- Ability to consider alternate methods if first choice is not successful
- Open mindedness
- Work as a team—communicate; when VoF colleague is not available, step in to assist client
- Self-care (humor, breaks)
- Valid driver's license
- Ability to advocate
- Ability to motivate clients to make positive changes
- Ability to problem-solve; keep things in perspective, positive attitude
- Can effectively deliver messages to clients when content may be difficult
- Attention to detail for documenting
- Ability to celebrate success, no matter how small or how long it takes
- Ability to prioritize
- Seek out resources and learning opportunities to support work

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by the VoF Case Manager. It is not an exhaustive list of all responsibilities, duties and skills required. All personnel may be required to perform duties in addition to those outlined above from time to time, as needed.

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Cover letter with salary requirements may be submitted by email to:

info@WomenRising.org.