



Title: Rapid Rehousing Case Manager

Job Summary: The primary role of the Rapid Rehousing Case Manager is to assist victims in attaining housing rapidly and maintaining safe and stable housing long term. In addition, this position will work with victims to increase income, ensure health insurance coverage and help those who are able to work secure employment. The Rapid Rehousing Case Manager will provide support, advocacy, safety planning, and counseling to victims of domestic violence and sexual assault in the community and those who reside at The Center's residential facility.

Specific Job Functions:

- Complete coordinated intakes, assessments, and screenings to determine housing eligibility based on HUD and Connecticut State Department of Housing (DOH) guidelines;
- Complete survivor-centered, strengths-based housing plans that identify barriers to housing and set a path to housing stability; reviewed and updated monthly;
- Support in designing and implementing safety plans and housing risk assessments;
- Home visiting, safety permitting, at a minimum of once per month, with each survivor enrolled in the program;
- Provide case management services focused on increasing income, access long-term housing subsidies, establishing and/or expand family and community-based supports, and assisting in increasing access to mainstream services;
- Develop a relationship within the homeless service system;
- Assist in program development and quality assurance activities as directed by CCADV Director of Housing Advocacy;
- Assist survivors with locating available housing units, the leasing process, landlord mediation, and tenant/landlord rights and responsibilities;
- Submit requests for rental payments for survivors enrolled in the RRH program;
- Attend Continuum of Care and other housing meetings;
- Assess the need for crisis intervention counseling and/or advocacy;
- Attend local CAN meetings, attend monthly RRH TA sessions and Participate in the RRH Case Conference team meetings;
- Participate in the annual Point-in-Time count;
- Attend CCADV trainings and workshops related to housing.

Additional Responsibilities:

- Enforce all guidelines and submit incident reports when appropriate; this may involve resolving communal disputes or terminating a resident's when primary safety guidelines have been violated;
- Follow residential facility activities schedule;
- Attend monthly case management meetings, meetings with supervisors and staff meetings as scheduled;
- Apprise Managers of Residential Services of client and staff issues, physical plant concerns, donations, and food and supply needs; contact staff back-up in their absence;
- Responsible to read all logs/emails in a timely manner to ensure you are up to date with current information pertaining to the residents;
- Complete monthly report and all assigned administrative tasks in a timely manner;
- Maintain food and clothing storage area;
- Travel as required. Utilize organization van to transport clients to a variety of appointments and as otherwise directed by Managers of Residential Services;
- Perform physical residential maintenance tasks and other duties as assigned;
- Assist with donations pick-ups and distribution when necessary;
- Perform perimeter checks ensuring all outside doors are locked when coming on and going off shift;
- Follow established policies and protocols for the residential home and organization;

- Provide survivors and their children with counseling, risk assessment, safety planning, goal setting, resources and referrals to other support services.

Documentation:

- Maintain accurate and up to date files and records to include required documentation and confidential case management notes;
- Maintain accurate statistics, which include intakes and logs; enter all data into appropriate database;
- Submit timesheets and personnel activity reports (PARs) monthly to CCADV;
- Submit annual report to CCADV 30 days after the grant end date;
- Document all client and program data into ETO within 48 hours of contact;
- Run an ETO RRH HMIS report quarterly and send to CCADV.

Qualifications

- Minimum Bachelor’s degree with concentration in Counseling, Social Health or Human Services
- Be certified as a sexual assault and domestic violence crisis counselor per CGS 52-146k, before providing direct services to clients; Maintain certification (Women’s Center will train and certify upon hire)
- Valid driver’s license, reliable transportation and working cell phone required
- Must be able to lift 25lbs
- Comprehensive working knowledge of the dynamics of domestic violence and sexual assault; safety planning/client defined advocacy as it relates to domestic violence and sexual assault victims and the development of a plan for their safety and the preservation of their right to self-determination
- Knowledge of community resources
- Willingness to learn how to navigate multiple systems including housing, health, employment, substance use disorder treatment and government benefits
- Effective oral and written communication skills; basic computer skills
- Ability to maintain service records, complete accurate statistical and narrative reports and submit them in a timely fashion in accordance with CCADV and The Alliance Program Standards
- Ability to work as an individual as well as a team member
- Strong organizational and interpersonal skills
- Ability to be flexible and juggle multiple demands.

Supervision: The Managers of Residential Services will provide supervision to the Rapid Rehousing Case Manager. The supervisors will oversee the work of the Case Manager; sign the program reports; conduct verbal and written evaluations annually and as needed. Additional assistance will be provided to the Case Manager at regular meetings facilitated by The Center, CCADV, The Alliance, and through training programs and materials.

Accountability: Managers of Residential Services

Hours of work: 35 hours per week, Monday – Friday as scheduled

Classification: Full-Time, Non-Exempt