

Working at The Center for Empowerment and Education

CEE is seeking an Outreach Coordinator. CEE is a growing nonprofit organization with a vision to create safer communities free from interpersonal violence for all individuals in Northern Fairfield and Southern Litchfield Counties. As a part of the CEE team, you will help rebuild lives and create safer communities.

Since our founding in 1975, CEE has been a safe haven as the sole provider of services to victims of domestic and sexual violence in the Northern Fairfield and Southern Litchfield County areas.

Each year, CEE serves over 20,000 individuals from our area communities. Our no cost and confidential services are available 24 hours a day, 7 days a week, and 365 days a year. CEE's key focus areas include emergency shelter and support services, counseling and advocacy, crisis intervention, community education, primary prevention, and training.

Title: Housing Stability Case Manager

Job Summary: The primary role of the Housing Stability Case Manager is to assist victims in attaining the skills and resources to obtain and maintain 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 Housing Stability 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 for Empowerment and Education (CEE) residential facility.

Specific Job Functions:

- Complete coordinated entry intakes, assessments, and screenings to determine housing eligibility based on HUD and Connecticut State Department of Housing (DOH) guidelines;
- Admit new clients by reviewing records and applications and conducting orientations;
- Establish programs by setting schedules and routines; coordinate services being provided, arrange resources, including transportation and escort;
- 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 and case management;
- Monitor cases by verifying clients' attendance; observing and evaluating responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support

- Maintain clients' records by reviewing case notes, logging events and progress
- Prepare clients' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; orienting and training family members; providing resources
- Develop individual action plan for residents and implement through effective case management
- Assist residents with applications, phone calls, verification/recommendation letters, etc., as well as accompany residents to pertinent establishments such as transitional housing facilities, Department of Social Services, Court, Children & Families, etc.
- Work with Child Advocate to ensure the residential children's needs are met

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 Shelter Manager;
- 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.
- Assist with floor coverage when stationed at main office location.

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 the approved database within 48 hours of contact;
- Run an RRH HMIS report quarterly and send to CCADV.

Qualifications

- Minimum Bachelor's degree with concentration in Counseling, Social Health or Human Services and/or combination of education and experience equivalent.
- Be certified as a sexual assault and domestic violence crisis counselor per CGS 52-146k, before providing direct services to clients; Maintain certification;
- 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 Shelter Manager will provide supervision to the Housing Stability Case Manager. The supervisor will oversee the work of the Housing Stability Case Manager; sign the program reports; conduct verbal and written evaluations annually and as needed. Additional assistance will be provided to the Housing Stability Case Manager at regular meetings facilitated by CEE, CCADV, The Alliance, and through training programs and materials.

Accountability: Shelter Manager

Hours of work: 35 hours per week, Monday – Friday, 9am-5pm

Classification: Full-Time, Non-Exempt

As a CEE employee, you will work with a team that makes a difference in the lives of others while enjoying the following:

- Flexible work schedule
- Medical benefit premiums for full-time employees 100% paid for by CEE
- 4 weeks of paid vacation for full-time employees, prorated for part-time employees
- Paid sick time
- Paid personal days
- 13 Paid Holidays per year plus 2 Floating Holidays
- Family planning benefits
- Access to contribute to a 401K for full-time employees
- Company-paid life and disability insurance for full-time employees
- Opportunities for professional development
- Career advancement potential
- Employment Certification as a nonprofit under the Public Student Loan Forgiveness (PSLF) Program

Our Commitment to Fair Pay

At CEE, we are committed to fair, transparent pay and strive to provide competitive, market-informed compensation in the nonprofit sector. The target salary range for this position is \$22.00 to \$26.00 per hour. It is anticipated that most qualified candidates will fall near the middle of this range. The candidate's particular combination of knowledge, skills, competencies, and experience will inform compensation for the successful candidate.

Our Commitment to Diversity, Equity, and Inclusion

At The Center for Empowerment and Education (CEE), diversity, equity, and inclusion are at the core of what we do and who we are. We empower our clients and our employees to celebrate and embrace diversity. We can grow and learn better with a diverse team of employees. CEE is proud to be an equal-opportunity employer. All qualified applicants will receive consideration for employment regardless of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.