



## Front Steps – Job Description

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**Job Title:** Permanent Supportive Housing Case Manager

**FLSA:** Exempt/Full-time (40hours per week)

**Department:** Programs/Housing

**Salary:** Commensurate with experience

**Reports to:** Program Manager

**Posting Period:** Open until filled

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### **Position Summary:**

The primary duty of the Permanent Supportive Housing (PSH) Case Manager is to support housed clients in their attempts to establish and maintain permanent supportive housing.

Under the supervision of the Housing Program Manager, the Case Manager will (1) work in a team model environment with other PSH Case Managers as well as volunteer mentors to assist and support clients in establishing and meeting their individual goals; (2) partner with property management staff to address and resolve client challenges; (3) partner with local service providers to provide access to resources and supportive services for clients; (4) create and maintain client records via an internet-based client tracking system, as well as maintain and report performance outcomes as requested by the Program Manager; (5) transport clients to and from medical, therapeutic or life skills based activities; (6) maintain a week long on-call schedule one time per month; and (7) regularly travel within Austin to scattered site property and off-site offices for home visits, appointments, and meetings.

### **Duties, Functions, and Responsibilities:**

- Perform outreach and build rapport with clients.
- Conduct assessments of clients and potential clients to determine personal resources and barriers.
- Develop an individual service plan with each client to include information and referrals specific to their needs, a plan for accessing such services, and a follow-up schedule.
- During intake, do assessment to ensure and document chronic homeless status, disability, and income requirements.
- Complete Income Certification on intake, and determine client rent portion. Conduct recertification annually and re-determine/certify rent portion.
- Provide support and referrals to clients in accessing resources and services.
- Develop and facilitate psycho educational and life skills groups designed to enhance clients' housing maintenance, explore and resolve self-care issues, and increase clients' income and skill levels.
- Provide leadership and support to volunteer mentors working with housed clients. Develop and facilitate group social activities for volunteer mentors and clients. Keep track of and report volunteer mentors time spent to the Program Manager.
- Participate in inter-agency case management collaborations to share information, resources and problem-solve client challenges and barriers.
- Conduct Housing Quality Standards (HSQ) prior to any new move in to housing, to ensure unit meets standards.
- Address client emergency and crises as needed.
- Perform other duties as assigned

### **Minimum Qualifications:**

- Background working with individuals experiencing homelessness who are living with mental health needs, substance abuse/dependency needs or co-occurring disorders. Understanding and support of Housing First principles as well as Harm Reduction Theory and practice. Experience using Motivational Interviewing techniques.
- Bachelor's degree in Social Work or related field. Professional experience in the field or a related field may be considered in lieu of formal education
- Knowledge of local community resources
- Strong computer skill; including word processing, database, and internet
- Effective organizational and time management skills
- Reliable transportation for daily travel and to transport clients in personal vehicle.

- Valid Texas State Driver's License, vehicle insurance coverage and a good driving record.

**Preferred knowledge, skills, and abilities:**

- Three years of experience working with the homeless population or closely related special needs population
- Master's degree in Social Work or closely related field
- Bilingual (Spanish and English)