



## JOB DESCRIPTION

<b>Job Title: Housing Case Manager</b>	<b>FLSA Status: FT Exempt</b>
<b>Department: ACT</b>	<b>Reports to: Director of Community Housing</b>
<b>Date/Revised: June 2018</b>	<b>Compensation: Competitive Salary &amp; Benefits Package</b>

### Position Summary:

The Housing Specialist assists with housing search and placement along with leveraging supportive services that will assist the participant household to maintain permanent housing.

Work involves orienting all eligible participants to the program and providing housing search and supportive services to promote participants' self-sufficiency, integration into the community, and permanency in housing; performing administrative tasks involved in the review and maintenance of a caseload of program participants.

### Qualifications Required:

- Ability to understand and practice the mission of Camillus House.
- Education: Bachelor's Degree in Social Work or related field or real estate experience.
- Language: Proficiency in oral/written English. Spanish preferred; additional languages a plus (i.e. Creole).
- Skills: Proficiency in computer (Word, Excel, other data collecting programs).
- Successful completion of Toxicology test and of Criminal Background Check.
- Successful completion of Department of Children and Families Level II screening.
- Valid FL Driver License with clean driving record.
- Requires knowledge and belief in "Housing First" philosophy and strategies.
- Excellent communication skills, particularly listening, mediation, and writing skills.
- Possess strong organizational skills with ability to meet a demanding workload.
- Detail oriented to complete requirements of files and contract compliance.
- Knowledge or understanding of tenant's rights and responsibilities as well as "strengths based" case management.
- Concentrated record keeping, budgeting, and mathematical skills; ability to produce required reports to federal, state, and local government agencies and funding sources.
- Demonstrated knowledge of community resources, social service agencies, and landlords.
- Commitment to the Values and Mission of the Brothers of St. John of God as witnessed through Camillus House and Health in serving the needs of the underserved populations.

**Hospitality:** Create an environment where people can feel welcomed, comfortable, understood, esteemed and loved.

**Respect:** Recognize the richness of God's gifts and His presence in every person regardless of age, situation in life, culture or religion.

**Spirituality:** Nurture a brighter, happier and richer life in time of suffering and struggle; empowering confidence in living with joy.

**Quality:** Work toward creating centers of excellence; fostering continuous improvement.

**Healing:** Respond to the need of the whole person – body, mind and spirit; energizing new hope. **Responsibility:** Encourage cooperation as a way of promoting standards of competency, efficiency and accountability as we carry out our duties in the Mission.

### Qualifications Preferred:

- Sensitivity to cultural and socioeconomic characteristics of population served.
- A commitment to empowering others to solve their own problems.
- A conviction about the capacity of people to grow and change.
- The ability to establish and set appropriate limits with persons served to help them gain skills and confidence.
- The ability to work collaboratively with other personnel and/or service providers or professionals.
- The capacity to maintain a role to empower clients and to intervene appropriately to meet service goals.

- Responsibilities:**
- Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
  - Develop a housing procurement plan with clients. This shall include intake interview to determine client's needs, goals, and eligibility.
  - Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and/or maintain housing.
  - Assist participants in locating and securing housing of their choice.
  - Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, and collaborating agencies).
  - Conduct housing quality standard inspections and rent reasonableness surveys.
  - Serve as an ongoing liaison between property managers and participants as well as between participants and neighbors.
  - Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
  - Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
  - Transport clients as deemed necessary. Transportation requirements should be limited to housing searches and occasional visit to relevant social service agencies.
  - Collect and report program data, including but not limited to HMIS reporting and funders' required data.
  - Assume other responsibilities as assigned.

**CAMILLUS HOUSE IS AN EQUAL OPPORTUNITY EMPLOYER**

Interested and qualified candidates please submit your resume and CV to [jobs@camillus.org](mailto:jobs@camillus.org)