

Title: Housing First Case Manager

Department: Youth Young Adult (YYA)

Primary Supervisor: YYA Programs Coordinator

Status: 37.5 hours/week, non-exempt employee

Job Summary: DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position requires that applicants be able and willing to embrace this commitment.

The Housing First Case Manager (HF CM) provides housing and individualized case management support to YYA (under 25 years old) participating in DIAL/SELF's Housing First programs. The program spans multiple counties and supports LBBTQ+ YYA living in a variety of housing options throughout multiple communities.

COVID-19 considerations:

All staff are required to wear masks on site, and during in-person interactions while in doors. There is an expectation of on-site work in Greenfield, Northampton, Orange and the surrounding area for the majority of paid time, with a limited amount of remote work possible after provisional employment period is completed.

Qualifications:

- Applicants with lived experience (navigating homelessness and housing instability as a youth under 25 years old) preferred.
- Applicants with Spanish or American Sign Language fluency preferred
- Must have experience supporting youth and/or young adults (3 years of experience preferred)
- Awareness of and ability to support YYA who are LGBTQ+
- Ability to manage stressful situations, prioritize, problem-solve effectively, and maintain professional boundaries
- Effective communication and interpersonal skills for interacting with participants, other providers, staff and community members
- Basic competency with smartphones, tablets, email and web-based data entry systems
- Ability to provide coverage as part of a 24 hour internal on-call hotline team at least one week and weekend per month
- Ability to walk up and down 3 flights of stairs, ability to work from home with internet access if needed
- Must have a valid driver's license, reliable transportation, and have safe driving record
- CORI, SORI, DCF, FBI and driving record checks required as part of hiring process

Duties and Responsibilities:

- Complete initial two-week orientation and case management position training
- Engage in continuous learning around trends and best practices related to providing Housing First services to YYA.
- Establish positive, youth-focused relationships and maintain professional, supportive boundaries with youth
- Provide case management for prospective program participants, current program participants, and short-term case management for tenants transitioning out of the programs
- Support program participants in meeting lease requirements as well as DIAL/SELF, Section 8, and MRVP program expectations as needed
- Work with participants to complete skills assessments and other tools, and to identify their goals and assist in developing Individual Case Plans to help them achieve those goals
- Advocate for participants in obtaining necessary services

- Respond to emergency and crisis situations promptly, as needed
- Assist with move ins/outs and obtaining furniture and other items for housing
- Conduct regular home visits and support with arranging transportation as appropriate
- Complete all required paperwork, data entry, and maintenance of youth files
- Participate in regular staff meetings, clinical trainings, and individual supervision meetings
- Participate in service networks and establish/nurture additional community connections/relationships as directed
- Participate monthly in a DIAL/SELF 24 hour internal on-call hotline team (additional stipend of \$27/day provided)
- Participate in drop-in staffing if needed
- Attend professional training seminars as deemed appropriate
- Support agency peers as needed with tasks as part of team approach to support the needs of agency programs

Compensation:

- \$20/Hour (+0.50/hour Spanish/ASL Fluency, +0.50/hour relevant Lived Experience experiencing homelessness as a YYA)
- Health New England, Delta Dental (70% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 21 Days of Paid Time Off per fiscal year at starting
- 403(b) Retirement plan with limited company match
- 30 minutes paid self-care time per day
- \$600 retention bonus a 1 year anniversary