

Title: LGBTQ+ 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 LGBTQ+ Housing First Case Manager (LGBTQ+ CM) provides housing and individualized case management support to YYA (under 25 years old) participating in DIAL/SELF's LGBTQ+ Housing First program. The program spans multiple counties and supports LGBTQ+ YYA living in a variety of housing options throughout multiple communities. The role involves forming strong professional relationships with approximately 10 YYA on the caseload. YYA often are involved with the program for 2+ years depending on their age at entry.

COVID-19 considerations:

Staff may be required to wear masks on site in certain situations. 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 a provisional employment period is completed.

Preferred Qualifications:

- Lived experience of navigating homelessness and housing instability as a youth under 25 years old
- Experience providing case management services
- Spanish or American Sign Language fluency

Required Qualifications:

- 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
- Must have a valid driver's license, reliable transportation, and have safe driving record with no major faults in last 3 years
- CORI, SORI, DCF and FBI background checks required by funders

Duties and Responsibilities:

- Complete initial 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 digital and hard copy 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, +0.50/hour for 18+ months of prior case management experience)
- Rate of pay is determined by annual budget and not subject to negotiation.
- 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
- Up to 30 minutes paid self-care time per day
- Retention Bonus after 1 year (\$600)