

JOB POSTING – TRANSITIONAL HOUSING CASE MANAGER

Opportunity – Transitional Housing Case Manager

The mission of the Hillcrest Transitional Housing Case Manager is to administer our 90-day transitional housing program. Hillcrest Case Managers meet the needs of resident families to ensure they have the ability and resources to move from homelessness to self-sufficiency. The Case Manager establishes long-term stability for the program graduates and provides appropriate supportive services.

The perfect candidate for this position will be committed to service and embody the organization's mission. They will be a passionate advocate for our organization, our residents, and those in need of our services. Ideally, they are comfortable working with other faith-based organizations, ministry groups, and volunteers. The candidate will be ready to work in a fast paced, diverse, and collaborative work environment. This person must be trustworthy, confident, and comfortable making important, life changing decisions daily. Being ready on day one with experience in serving a diverse population and navigating the Kansas City metro area social services is a must.

Essential Duties of the Transitional Housing Case Manager

- Participates in family selection by reviewing applications and scheduling prospective client interviews.
- Coordinates and conducts client move-in dates with staff and volunteers.
- Provides initial orientation to new residents upon move-in.
- Advocate for Hillcrest, residents, and those in need of our services by working with other faith-based organizations, ministry groups, donors, and volunteers to help clients gain self-sufficiency.
- Ensures individual basic needs are met for all applicants applying for Hillcrest transitional housing by providing referrals and distributing donated products; connects clients to mainstream benefit resources. Acts as the central resource person for all inquiries from clients.
- Schedules and facilitates weekly budget and case management meetings and holds clients accountable by enforcing Hillcrest Program Rules.
- Maintains accurate data entry for Hillcrest systems (Excel, Teams, Apricot Systems, and Homeless Management Information System- HMIS)
- Encourages client success in the program by meeting with and counseling them on a weekly basis, taking care to illustrate the reasons behind the rules of the program.
- Delegates tasks (sorting pantry, thrift store errands, furniture pickups, storage, questionnaires, form letters, etc.) to volunteers while training and nurturing them in their designated task to meet Hillcrest high standards.
- Facilitates family transition to self-sufficiency by performing move-out housing inspections, facilitating financial assistance as needed, scheduling a visit to their new home, and initiating regular personal contact with graduate families to offer advice and encouragement (aftercare).

- Represents Hillcrest with clients, donors, and community partners.

Qualifications

- A valid driver's license and ability to travel within the Kansas City Metro area is required.
- A bachelor's degree with coursework in social work, sociology, or psychology is preferred.
- Background working in a therapeutic and/or trauma-informed care environment.
- Work experience or transferrable experience from an internship with a social service agency, school, mental and/or health care environment.
- Ability to complete work in a timely, accurate, confidential, and thorough manner.
- Effective verbal and written communication skills with superiors, colleagues, and individuals inside and outside the Hillcrest.
- Ability to exhibit a professional manner in dealing with others and works to maintain constructive working relationships.
- Strong attention to detail and experience balancing ongoing projects with one-time requests.
- Comfortable in networking and public speaking.
- Working knowledge and experience with Microsoft Office (Outlook, Word, Excel, and Teams), databases (HMIS), and telephones.
- Ability to work a non-traditional schedule to include some evenings and weekends as needed to serve client needs.

Additional Details

There are two full-time positions available. Candidates must be willing to work in our offices daily. Typical hours for this role are 9am – 5pm, Monday through Friday. There will be after-hours events and activities that will require additional hours on evenings and weekends. In addition, the Case Manager will be on-call for any resident emergencies that may occur.

Locations Available

- Kansas City, Kansas with services provided in Johnson and Wyandotte counties.
- Lee's Summit, Missouri with services provided in Eastern Jackson County, including Independence, Missouri.

Salary range for this position is \$36,000 - \$45,000 based on experience and credentials.

[Click here to apply online](#) or visit <https://hillcrestkc.org/careers/> for more information about our organization.

Hillcrest Ministries of MidAmerica, Inc. is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.