

## **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 resident manager and apartment sponsors.
- Provides initial orientation to new residents upon move-in.
- Ensures individual basic needs are met by providing referrals and distributing donated products; connects clients to mainstream benefit resources. Acts as central resource person for all inquiries from clients.
- Schedules and facilitates weekly budget and case management meetings. Collaborates with volunteer counselors to ensure residents will earn enough resources to provide for future housing needs and begin independent living. Works with clients to address debt load, reduction/forgiveness, and credit repair.
- Monitors resident family compliance with program expectations and guidelines for participation in budget sessions, weekly classes and maintaining full time employment.
- Maintains accurate written and HMIS records of resident activities including an evaluation of each client's progress at entry, at 30-day intervals, and exit. Enrolls clients in appropriate HMIS programs, updates HMIS entries, and exits clients in a timely fashion. Must also maintain required documentation and record keeping per grant including but not limited to HUD Emergency Solutions Rapid Re-Housing (ESG-RRH) and community grants.
- 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).
- Develops and implements programs that benefit families transition to self-sufficiency, e.g., tutoring, educational field trips, GED training, aftercare, youth group, life skills, etc.
- 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.
- Knowledge of working with vulnerable populations.
- 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.
- Familiarity with Windows, Office, Google Drive, Gmail, and HMIS or equivalent industry software.

### **Additional Details**

This is a full-time position located at our Kansas City, Kansas housing campus. 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.

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

To apply, email your resume and cover letter to Patricia Rader, Director of Transitional Housing, [prader@hillcrestkc.org](mailto:prader@hillcrestkc.org).

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