



Position: Rapid Rehousing Case Manager
Reports To: Rapid Rehousing Program Manager
Classification/FLSA: Full-Time/Non-Exempt

Job Summary: The South Los Angeles Rapid Rehousing program (SLARRH) located in Compton provides rapid re-housing and case management services to families with minor children. The program provides move-in and short to medium-term rental assistance funds that helps homeless families move into permanent housing as soon as possible with the goal of graduating within 6-12 months. Because of this timeline an exemplary Rapid Rehousing case manager needs to be focused and goal oriented. Case load will fluctuate based on a variety of factors.

This position is responsible for providing permanent housing location and field-based, case management services, referrals and linkages to supportive services, and aftercare services to homeless families in order to support stability. The position is also responsible for working with property owners, landlords and property managers to identify housing opportunities for homeless families; introducing UBH's programs and how they work to support families in housing. This includes educating prospective landlords on rental assistance programs, mitigating potential landlord/tenant related issues, and referral to additional resources and benefits to landlords and tenants. Additionally, this position will provide support and guidance to participants and landlords when issues in relation to participant's housing occurs (e.g. late rents, habitability concerns, neighbor issues, etc).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Outreaching to homeless individuals to screen for Rapid Rehousing Program. This includes ensuring eligibility and verifying the individuals desire to be housed. This will include occasional evenings at the shelter sites.
- Screening referrals for eligibility. Ensuring client file is fully documented. Verifying that the documentation meets the grant guidelines.
- Collaborating with the housing locator to match potential program participants to appropriate housing options. Maintaining communication with housing locator regarding changes and delays with rent payments. Requesting advocacy support from housing locator when clients face major maintenance issues within the unit.
- Collaborating with partner agency to ensure that they are grant complaint and to problem solve common issues.
- Under the guidance of the Housing Program Manager ensure that grant spending is on track. Strive to have grant funds properly expended including meeting monthly and quarterly goals.
- Provide ongoing life skill development and encourage greater self-determination via regular case management meetings with program participants. Outreaching to current clients who are not actively engaging in case managements services. Every client should be seen no less than once monthly to verify income information and communicate regarding rent payment.
- Developing and updating action plans with the client's input. Documenting every client contact with case notes and other documents.
- Advocating for client's needs. Connecting clients with support services within the community



including but not limited to mental health services, medical care, food pantries, energy assistance, and substance abuse counseling. Establishing a broad base of knowledge of community services and communicating appropriate referrals to clients.

- Verify and document client's income. Calculate monthly rents based on HUD's formula. Complete a rent request as per procedure. Ensure that rents are submitted in a timely manner. Communicate changes or issues regarding rent with housing locator and finance office.
- Conduct visits in the client's home to ensure compliance with lease and program agreement. Ensure that clients have basic life skills including but not limited to home care skills. Provide practical life skills training on site as needed.
- Track and report client outcomes in file and in HMIS. Ensure timely entry of data in HMIS. Ensure HMIS data is complete and accurate. Provide monthly reports of programs overall progress to Housing Program Manager. Provide monthly narrative success story to the Director of Housing and as directed. Update client's file throughout program stay, ensure that client files are complete and accurate.
- Carry agency provided emergency phone. Respond to all calls in a timely manner. Address emergency situations immediately and divert non-emergency calls to office hour solutions. Maintain professional boundaries and quality customer service.
- Participate in on site and off site training and meetings as directed.
- Attend internal and external case staffing meetings as necessary to coordinate services. This includes but is not limited to meeting with partner agencies, monthly housing team meetings, and outreach family team meetings.
- Work as part of a team to ensure service delivery to all South Suburban PADS clients. This includes but is not limited to providing support within the housing department and providing case management services to shelter clients.
- Other duties as assigned.

QUALIFICATIONS:

- 1) Bachelor's Degree and 2 years of experience in human services or significant work experience relevant to the position.
- 2) Experience working with homeless population; experience working with homeless families preferred.
- 3) Demonstrated knowledge of fair housing laws and practices.
- 4) Knowledge of the child welfare system preferred.
- 5) Exhibit high level of professionalism.
- 6) Exhibit trauma informed care in working with participants.
- 7) Ability to communicate well orally and in writing, and follow detailed instructions.
- 8) Ability to work in a team and independently.
- 9) Ability to maintain clear personal and professional boundaries.
- 10) Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.
- 11) Ability to solve problems, make decisions, resolve conflicts and listen.
- 12) Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.



- 13) Ability to respond responsibly in emergency and crisis situations.
- 14) Ability to occasionally work varied hours/days including evenings.
- 15) Basic computer skills including used of Windows Office Suite programs and using a data management system.
- 16) Valid California driver's license and proof of auto insurance.
- 17) Reliable transportation
- 18) Updated tuberculosis test
- 19) Successful completion of background screening

MANDATORY REQUIREMENTS:

- 1) Employment Eligibility Verification
- 2) Reliable transportation
- 3) Updated tuberculosis test
- 4) Successful completion of background screening.
- 5) CPR/First Aid training
- 6) Driving is an essential function of this position
- 7) Must have Valid CA Driver's License
- 8) Must provide proof of insurance coverage
- 9) Must be able to qualify for UBH insurance coverage

WORK ENVIRONMENT:

The employee may be in contact with families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations.

TO APPLY:

To be considered for a position, email resume to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email.