



Job Title: Housing Case Manager (HCM)
Reports to: Manager of Financial Programs
Reviewed: 9/8/2022

Position Summary: This position will assume responsibility for all shelter clients that are engaged in a housing search for a scattered site apartment. The HCM will assist to the furthest extent possible with the clients' housing search. Once a lease is signed, the HCM will continue to give stabilizing case management services and referrals as needed (aftercare length TBD). The position will also oversee clients enrolled in the Emergency Solutions Grant (ESG) and Youth Homelessness Demonstration Program (YHDP) grants and will strive to split their time evenly between both grants. Clients will be regularly assessed for services and progress towards self-sufficiency to create a timeline for program exit. Candidates must be able to work effectively with clients, other Pathways' employees, volunteers, partner agencies and Pathways' Board.

Core Values: Pathways has 6 core values (listed below) that will be adhered to by all staff, board members and volunteers.

1. **Integrity:** We act in a way and make decisions that are, at all times, honest, truthful, transparent, authentic, consistent, and relative to Pathways' mission and values. We will show accountability to see each task through to its fulfillment and hold others to the same expectation. We actively listen and are open to feedback and improvement. We take responsibility for our mistakes and learn from them. We acknowledge our roles in conflicts and participate in finding and implementing solutions.
2. **Respect:** We value, listen to, learn from and appreciate each other, our clients, our board, our donors and our community. We treat every person with dignity. We assume the best intentions in all people, giving everyone the benefit of the doubt. We give feedback directly, respectfully, and with a focus on solutions. We communicate our needs and expectations openly, and do not get angry at others' failures to fulfill expectations we do not clearly set. We carry out conversations and actions in a way that is thoughtful and high in quality.
3. **Inspiration:** We choose to see the potential in every person we meet. We inspire hope and create opportunities that empower. We will strive to be passionate about breaking the cycle of homelessness in those we serve. We will be actively present while on duty for Pathways, whether at the facility, in the community, or at a meeting. We will arrive ready to make a difference in the lives of those we serve.
4. **Excellence:** We will demonstrate exceptional performance and service. We will implement programs that not only meet our mission, but also meet our mission beyond expectations. We will evaluate every aspect of pathways, including our board, employees, clients, and specific programs.
5. **Community:** We are community leaders and advocates for individuals and families experiencing homelessness, and those at risk of homelessness. We will engage in various aspects of the Yankton community and surrounding areas. We will seek out partnerships that will be mutually beneficial. We will encourage collaboration between Pathways and other agencies, businesses or organizations and strive to eliminate the duplication of resources.

Our Mission: to serve the immediate needs of individuals and families experiencing homelessness within the Yankton area while engaging partners in developing long term solutions. The shelter was founded on the belief that everyone deserves a home.

6. **Responsible Stewardship:** We will receive and accept all gifts or donations with enthusiasm and express sincere thanks using appropriate methods. We will demonstrate responsible use of the gifts and donations and provide proof of responsible use. We will provide recognition for donors in a respectful and appropriate manner.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Operations

1. Understands and maintains strict confidentiality for every client.
2. Assist in the development, growth and optimization of the Youth Transitional Program (YTP).
3. Assists with the creation and supervision of client case management plans.
4. Conducts ESG or YTP intake for scattered site clients and updates case plans as needed. Creates a service plan for the client's enrollment period.
5. Meet with clients as needed (at least twice per month) to discuss case goals, stability progress and current needs.
6. Collaborates with other local agencies and businesses to fulfill the immediate needs of the client (gainful employment and housing are top priorities).
7. Assist team with meeting daily needs of their assigned clients still in shelter.
8. Work with the Manager of Financial Programs with the lease-up process and approving units for subsidy.
9. Conduct home visits, income verifications, assessments and exit interviews.
10. Be open to taking on new tasks as assigned by the Manager of Financial Programs and Executive Director.
11. Maintains a positive team approach to services by ensuring that all concerns or potential conflicts are addressed immediately with the best interest of the client, solidarity of the staff and the mission of Pathways being a focus over self.
12. Assists Pathways team in various maintenance tasks if volunteers are low (i.e. laundry, accepting and organizing donations, etc.).

Administrative Duties

13. Keep accurate and complete case notes of time spent working directly with clients for grant purposes. The Housing Case Manager will be responsible for turning his/her time with clients into the Manager of Financial Programs at the end of each week.
14. Use Unite US and HMIS software to keep an accurate log of clients in shelter and to make referrals to other community resources as necessary.
15. Attend meetings and trainings as requested by supervisor and Executive Director.
16. Is responsible for maintaining record of Pathways' food pantry, operational supplies and keeping an appropriate stock of supplies using Pathways' approved policies and procedures. Seek approval of the Executive Director prior to placing large orders.

Hours: Full Time Permanent, 40 hours per week. M-F, hours may vary

Compensation

Wage: \$18/hr

Benefits: \$2,400 annual QSEHRA | 4% employer contribution to a retirement account of employee's choice (allocated monthly) | PTO | Sick Leave | Flex Hours | Maternity & Paternity Leave

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Qualifications

The following are **required** to be considered for this position:

- Bachelor's Degree from an accredited college or university (BSW preferred)
- At least one year's experience performing case management
- Computer Skills
 - Microsoft Word
 - Microsoft Excel
 - Microsoft Powerpoint
 - G Suite
 - Typing average of at least 60 WPM
- Physical Requirements
 - Generally this position will not require any physical interaction other than what one would normally encounter on a regular basis. However, there may be times when donations or supplies need to be moved. Seldom lifting of 15-30 pounds may be required.
- Emotional Requirements
 - Setting and adhering to boundaries
 - Stress Tolerance
 - Ability to perform well in a fast-moving and sometimes unpredictable environment
 - Ability to stay calm during difficult conversations/situations

Prior experience in the following areas **preferred**:

- Working with vulnerable populations
- Working in the nonprofit sector
- Knowledge of the local rental housing qualifications and procedures

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