



JOB DESCRIPTION

POSITION TITLE: EUMA's Rapid ReHousing Case Manager

REPORTS TO: Director of Housing

WAGE/BENEFITS: This full time (40hrs/week) position hourly rate range is: \$12.00 – \$15.00/hr based on education and experience. EUMA is a family first, strengths based and outcome driven organization that offers competitive benefits.

BASIC JOB OVERVIEW: EUMA's Case Manager is responsible for working toward EUMA's goal of making Individual and Family homelessness rare, brief, and non-recurring in NW Pennsylvania. In this position the employee works closely with EUMA staff, social service agency staff and other community members to expand services that increase housing stability for homeless individuals and families. The employee provides case management services to those enrolled in EUMA's rapid re-housing program.

WORKING CONDITIONS: The position works from a mobile office primarily and requires frequent travel to clients' residences, public places where meetings can take place social service organizations, employers, etc. An office will also be available for use/office work.

JOB DUTIES:

Case Management

- Provide direct case management services and make referrals to services that will increase client's housing stability including, but not limited to:
 - Employment;
 - Unearned income benefits;
 - Physical and mental health services;
 - Others based on assessment
- Enlist household members to participate in the process of gaining social services to ensure they have the knowledge and skills necessary to find and access community-based services in the future on their own;
- Provide mediation and advocacy with service providers on the client's behalf to develop a workable plan to maintain their permanent housing;

- Assess housing barriers of individuals at least monthly to determine housing and service needs;
- Meet at least weekly with RRH team to assess client needs to strengthen housing permanency, review housing plan, report income changes, and
- Work with RRH client's housing plan to increase self-sufficiency;
- Maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors/creditors);
- Assist in and/or develop and encourage adherence to a personal budget through proactive housing and budget counseling sessions and/or provide budget counseling and education to assist clients in establishing payment plans for bills and past debts;
- Maintain accurate logs, records, case notes and files for each client;
- Collect and report program data, including, but not limited to HMIS reporting and funders' required data.

Gather and complete all required paperwork

- 1st home visit – go over the RRH program agreement and have them sign
- Ideally Case Manager should attend lease signing, but if unable, review lease in detail with client at 1st home visit
- Promote the health and safety of the RRH resident by doing a thorough walk through of apartment during each monthly visit and document and adverse findings
- Complete home visit sheet during each home visit.
- Complete case notes within 2 days of the visit. Case Manager responsible to print and file case notes in client's file.

Professionalism

- Communication – Communicate effectively and appropriately in a pleasant and polite manner
- Boundaries – Maintain professional boundaries with individuals and families in RRH program by not becoming emotionally invested in their individual problems.
- Relationships – Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment

Efficiency

- Planning ahead, managing time well, being on time, sharing better ways to do things
- Take ownership of work, doing what is needed without being asked, following through

QUALIFICATIONS:

- Commitment to EUMA's (Erie United Methodist Alliance) mission, vision and core values;
- Passionate about implementing housing first principles;
- Must be self-motivated and able to work independently;
- Bachelor's Degree in Social Work or related field and/or three to five years related work experience;

- Knowledge of community resources;
- Computer knowledge;
- Must have access to private transportation and a valid PA driver's license;
- Must be able to obtain Acts 33/34 clearances and pass an FBI fingerprinting clearance; and
- Minorities, Veterans and people with lived experience with the above qualifications are encouraged to apply.

SKILLS NEEDED | Ability to perform basic mathematical computation to determine household income. Computer literacy and data entry skills, including use of the Internet. Customer service skills to handle both external and internal customer needs. Strong verbal and written communications skill. Ability to meet deadlines through use of time management and organizational skills. Must be able/available to provide services at locations throughout Northwest Pennsylvania. Must have excellent phone skills to gather information via phone and email. Must possess strong interpersonal skills to work effectively with vulnerable populations and community agencies.

Please submit your cover letter and resume' to: EUMA, HR, 1033 E. 26th St., Erie, PA 16504
or via email at INFO@EUMA-Erie.org