



Title: Rapid Rehousing Case Manager

Reports to: Family & Emergency Services Manager

Organization: Christian Service Center for Central Florida

Location: Orlando, Florida

Date Available: 09-14-2020

Contract Range: \$30,000 - \$40,000 for one-year contract

Position Summary

Join one of Central Florida's oldest and most established social service agencies in our effort to combat homelessness by getting individuals into housing rapidly.

Our mission is to prevent homelessness, combat poverty, cultivate self-sufficiency, restore hope and glorify God through the faithful provision of services that directly address physical, emotional and spiritual needs for families and individuals who are struggling in Central Florida. With locations in Downtown Orlando, Winter Park and Ocoee, the Christian Service Center has been serving Central Florida families with compassion and care for 49 years.

This is a full time 12-month position. The Rapid Rehousing Case Manager is responsible for providing services for participants in the Rapid Re-Housing Program. The program provides medium term rental assistance supporting single individuals in housing for up to 24 months with the best practices goal of clients graduating within 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. Access to reliable personal transportation is necessary for this position.

Hours: 40 hours per week. Must be willing to work the occasional night or weekend. **Physical Demands:** Ability to lift and move 20 lbs.

Chief Responsibilities and Duties

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- 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 visiting with clients in both an office setting and in our multiple day services programs such as our dining hall.
- 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.



**CHRISTIAN
SERVICE CENTER**

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- Collaborating with partner agency to ensure that they are grant compliant 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.
- 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 it 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 Christian Service Center clients.
- Other duties as assigned.

Qualities and Competencies

Qualifications: Bachelor's degree in the area of social service. Bilingual, Spanish/English preferred.



The ideal candidate will be a versatile Social Services professional with experience in Social Work, Program Management and Evaluation, Human Services and Community Relations. Excellent verbal and written communication skills are critical. This person should possess a sincere passion for nonprofit work and specifically impoverished and homeless families. Honesty, integrity, humility, and initiative are important to this position. In addition, the following qualities are preferred:

- Self-starter
- Self-motivated
- Strong interpersonal, relationship and organizational skills
- Excellent written and verbal communication skills
- Enjoys listening and learning
- Demonstrated flexibility and adaptability
- Professional and polished presentation
- Confident interacting with people at all ages, backgrounds, interests, and values

Christian Service Center is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard for race, ethnicity, religion, sexual orientation, veteran status, national origin, or disability. While performing the duties of this job, the employee is regularly required to talk or hear, sit, use hands, reach with hands and arms, stand, walk, and use stairs. The employee also needs a reliable vehicle and will be reimbursed for mileage.

Education and Experience

Required experience:

- Bachelor's Degree is required with the following preferred areas of study: Counseling, Social Work, Non-Profit Management, Sociology, Psychology, Occupational Therapy, Mental Health or related fields.
- Minimum of one-year case management experience is required.

Preferred experience:

- Existing understanding of grant funded positions and reporting
- Experience working with homeless and impoverished clients
- Proficiency with the Homeless Management Information System (HMIS) & Microsoft Office Suite.

Interested candidates can submit a resume and cover letter to searchcommittee@christianservicecenter.org with **"Rapid Rehousing Case Manager"** in the subject line.



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