Job Title: Case Manager
Program: External Housing Program
Reports To: Housing Program Director
Status: Exempt

Job Summary: This is a full-time position within the External Housing Program Department. The Case Manager is responsible for preventing households at risk of homelessness from becoming homeless and individuals that are currently facing homelessness.

The ideal candidate will have experience with the housing process, knowledge of housing resources, and the ability to build relationships with landlords. Additional responsibilities include inspecting apartments, providing referrals to community resources, and collaborating with other agencies to secure housing.

Primary Responsibilities:

- Develop individualized stabilization plans for each household
- Maintain thorough documentation of all client contact and case activity
- Collect and verify all required documentation from landlords
- Complete timely housing inspections
- Build and maintain relationships with new housing and community resource providers
- Conduct home visits to ensure compliance with lease terms and program agreements
- Track and report client outcomes in both client files and the HMIS system
- Ensure accurate and timely data entry in HMIS
- Participates in team meetings, case conferences, department meetings, weekly individual supervisory sessions, and staff training

Other

- **Schedule**: 40 hours per week (occasional evenings or weekends in emergency situations)
- **Transportation**: Access to reliable personal transportation required
- **Physical Demands**: Must be able to lift and move up to 50 lbs. with assistance

Qualifications & Skills

- Bachelor's degree in social work or a related social services field required
- Experience in homelessness and housing services preferred
- Strong skills in motivational interviewing, assessment, and client engagement
- Ability to exercise sound judgment and work independently

- Strong problem-solving and time management abilities
- Excellent organizational skills
- Effective oral and written communication skills
- Ability to work collaboratively as part of a multidisciplinary team
- Timely response to phone calls and messages is required

Community Care Network, Inc. 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.