



Job Description

Department: Outreach

Position: HIP Case Manager

Reports to: HIP Coordinator

Summary: The HIP case manager (CM) works directly with clients, meeting with them to assess their needs, care for them, and serve them. The HIP CM provides case management and financial assistance for homeless clients seeking housing before and after they are housed through the Homeless Intervention Program. They also provide education, and advocacy to help clients connect with community resources. The CM also administers the Homeless Prevention Program, through EFSP grant funds, providing emergency financial assistance to individuals and families, enabling them to maintain their housing or obtain affordable housing. They also maintain all program appropriate documentation in spreadsheet and Charity Tracker.

Responsibilities:

- Administer the Homeless Intervention Program: pre-screen eligibility through the VI-SPDAT, schedule the appointments, and meet one-on-one with individuals to help them secure housing and on-going case management to help maintain housing for 3 months.
- Assist clients with household budgeting and money management, as needed.
- Record client information, progress notes, and services rendered into the Charity Tracker database.
- Complete necessary documentation required by appropriate funding sources.
- Develop knowledge base of and partnerships with publicly supported programs and guidelines offered by local, state, and federal agencies.
- Document clients in HMIS, in Charity Tracker, HIP Stats, and Coordinated Entry list as appropriate.
- Other duties as assigned.

Qualifications

Personal

- Spiritually mature Christian.
- Flexibility in working with volunteers and interns.
- Welcoming demeanor when interacting with clients.

Education and Experience

- Bachelor's degree required, preferably in the area of social services or related field.
- Must have experience with direct-client work.
- Experience in working as part of a team.
- Experience with MS Word, and Excel.

Knowledge

- Knowledge of client-centered case management approach.
- Familiarity of community resources preferred.
- Fluency in Spanish desired, but not required.

Skills and Abilities

- Effective oral and written communication skills.
- Ability and stamina to serve and care of people with varying physical and mental disorders.
- Strong organizational skills and ability to prioritize tasks.
- Ability to maintain a high level of confidentiality and discretion.
- Flexibility; able to manage changing priorities per needs of the clients.
- Ability to operate standard office equipment for tasks such as timekeeping, reporting, and documentation.
- Ability to operate a vehicle to transport clients as needed. Specific insurance coverage also required.