



Homeless Prevention Case Manager Job Description

Travelers Aid Society is committed to preventing homelessness and to helping homeless or stranded families and individuals regain a self-sufficient lifestyle.

Position Overview: Under the supervision of the Client Services Director, the Homeless Prevention Case Manager is responsible for providing case management for households in New Orleans and Jefferson Parish for participants in the LERAP Homeless Prevention Program. The Case manager is expected to assist household maintain housing stability, increase access to mainstream resources and increase income to prevent the household from becoming homeless. The Case Managers will assist individuals with identifying barriers to housing stability and engage in goal planning that aims to link individuals to the resources and skills that they need to achieve long-term housing stability. The Case Manager is expected to assist households maintain housing stability, increase access to mainstream resources, and increase income to prevent the household from becoming homeless.

Duties include:

Specific (Essential) Responsibilities:

- Ability to assess and target resources for those most likely to become homeless without assistance; ability to connect households to mainstream supports and resources.
- Follow principles of homeless prevention as described by the National Alliance to End Homelessness (<https://endhomelessness.org/resource/homelessness-prevention-creating-programs-that-work/>)
- Participate in “Problem Solving” methodology to utilize client strengths to resolve housing crisis. (https://www.usich.gov/resources/uploads/asset_library/Housing-Problem-Solving-July-2019.pdf)
- Provide crisis resolution to the housing crisis including triage based on urgency and personal safety; de-escalation of conflicts; development of action steps the individual can successfully achieve; assistance with actions the individual is temporarily unable to achieve; and returning the person to control over their own problem-solving.

- Provide case management services to assist clients obtain housing stability, obtain earned or other income, and obtain health insurance and mainstream benefits so that clients can sustain housing on their own after the period of assistance.
- Refer clients to services such as employment services, housing counseling, budgeting.
- Assess client level of need to provide the appropriate level and length of assistance.
- Provide services through methods, places, and times that are accessible to program participants who maybe working, have children, or may not have limited access to transportation.
- Update data into HMIS within 24 hours.
- Adhere to a schedule of client contacts and visit as determined by the Client Services Director
- Contact clients within one business day of referral.
- Participate in weekly case conferencing with project partners
- Function as a contributing member of a multidisciplinary team with the organization’s employees, deployed staff, volunteers, and community agencies
- Assure all relevant information pertaining to clients is disseminated to all appropriate staff members in a timely fashion
- Participate in staff meetings and trainings as directed by supervisor
- At all times represent the organization in a professional manner
- Other related duties as assigned

Outcomes

Performance Measure	Performance Goal
Reduce the number of people who become homeless for the first time	
Clients who obtain Medicaid or other insurance within 60 days of program entry	100%
Clients who increase income	50%
Clients who obtain non-cash mainstream resources	80%
Clients who maintain housing stability at six months	90%
Clients who exit to permanent housing	85%
Clients who return to homelessness within 12 months of discharge	Less than 5%

Administrative Responsibilities:

- Assist in the establishment of linkages with community resources
- Ensure compliance with all agency policies/grant requirements
- Practice effective time management and communication skills
- Demonstrate positive role modeling for clients and contribute to the health, well-being and comfort of clients
- Complete organization/funder required reports, HMIS service documentation in a timely manner
- Update client files in a neat, orderly, and timely manner
- Protect the confidentiality of all client related records

Office Location: City of New Orleans Community Resource & Referral Center 1530 Gravier Street, New Orleans, LA 70112.

Job Type: Full time 35 hours per week. Some remote work will be included in work schedule.

Requirements:

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- 2 years of Case Management Experience or 1 year of Case Management Experience and 1 year of Experience in working in a social service environment:
- Bachelor's degree required, Master's Preferred
- Strong written and verbal communication skills
- Proficient in Microsoft Office

Resumes should be sent to Donna Paramore dparamore@travelersaidneworleans.org