



# The Center for Family Justice

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[www.centerforfamilyjustice.org](http://www.centerforfamilyjustice.org)

## Housing Services Coordinator Job Description

### **Title: Rapid Rehousing Case Manager**

Date: March 2023

Reports to: Domestic Violence & Empowerment Services Program Manager

Status: Full-time, Non-Exempt

### **Summary**

Provides client-centered, trauma informed services that include advocacy, crisis intervention, safety planning, and referrals to primary and secondary victims of domestic and sexual violence. Provides client supportive services to create and maintain independent living through direct service, education, and community collaboration. The advocate will provide rapid re-housing case management and must offer services in accordance with the State of Connecticut Rapid Re-Housing Policies and Procedures.

### **General Responsibilities**

- Acts as the agency's Rapid Rehousing Case Manager by providing direct services to clients as well as consultation and resources to all units within the agency in regards to housing matters.
- Completes survivor centered, strengths-based housing plans that identify barriers to housing and sets a path to housing stability.
- Provides client intake, counseling, advocacy, case management, safety planning, and crisis intervention.
- Provides case management for all Rapid Rehousing clients including home visits (if safe), accessing long term housing subsidies, establishing family and community-based supports, and assisting in increasing access to services.
- Develops transitional service plans for safe house residents to ensure appropriate and timely referrals are made in the community.
- Enhances and establishes community partnerships related to housing, employment, childcare, and other social service networks needed to attain self-sufficiency. Develops and maintains a relationship with the homeless service system.
- Assists clients with locating available housing units, the leasing process, landlord mediation, and tenant/landlord rights and responsibilities.
- Provides transportation for clients when needed.
- Provides written and verbal reports of activities to the supervisor and other staff members as appropriate.
- Enters case notes, relevant documentation and service codes into the client databases in a timely manner (within 24 hours when possible).
- Ongoing program assessment and case management including:
  - Intake, completion of a VISPDAT, to determine eligibility based on HUD and Connecticut State Department of Housing (DOH) guidelines.
  - Verification and documentation of homelessness.

- Completion of a housing stabilization plan, updated monthly, identifying barriers to housing, strengths and assets, and setting the path to independence. Recertifications are required at three and 12 months.
- Determine interventions that can achieve rapid re-housing with just enough assistance for each household.
- Develop strategies to maintain survivors' transition to and stability in housing, including income verification and assessment of goals.
- Support services such as budgeting, vocational/education counseling to increase income (frequency will depend on the needs assessment and housing stabilization plan developed for each client).

### **Agency**

- Attends required internal and external meetings and training sessions.
- Participate in rotating coverage of 24 hour, seven days/week hotline coverage according to current protocols, including supporting and advocating for victims at the hospital and police department, providing intake into safe house and providing transportation to victims as necessary.
- Special projects as assigned.

### **Qualifications**

#### **Required**

- Bachelor's degree in social/human service field and experience with the issues of domestic and/or sexual violence; Master's degree preferred.
- Strong commitment to The Center's mission.
- Ability to work with diverse populations, survivors, housing community, employers, and other partners.
- Satisfactory completion of The Center's certification training.
- Excellent verbal and written communication skills required.
- Some holiday work required.
- Must have strong organizational skills, the capacity to multi-task, as well as work well both independently and in a team environment.
- Daily access to a car with a valid CT driver's license.
- Flexibility with scheduling- available to cover other shifts when necessary.

#### **Preferred**

- Fluency in Spanish and English.
- Computer literacy including: data entry, utilization of software packages, Microsoft Office, internet/e-mail as well as experience with database management systems such as FoxPro.
- Familiarity with the basic aspects of any of the following, a plus: public/supportive/transitional housing, trauma, employment, at-risk populations, and systems of care.

**Note:** The above statements are intended to describe the general nature and level of work being performed by people assigned to the classification. They reflect the essential elements and general responsibilities of the position, but are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The performance of all essential functions listed is subject to reasonable accommodation in accordance with the Americans with Disabilities Act.