

WHAT YOU'LL DO

The Housing Case Manager is primarily responsible for providing empathic, nonjudgmental support and direct case management services to victims/survivors of interpersonal violence who are experiencing housing instability and homelessness, aiding them through their transition into stable, safe housing. The role involves advocacy, identifying and securing appropriate housing for survivors, economic empowerment (identifying and supporting financial literacy, income building, skills building, and job searching), and teamwork with other advocates and entities.

WHO WE ARE AND WHAT WE DO

Our start as a grassroots, small group of committed individuals began in 1986. We have expanded and grown to an increasingly bold and empowered agency that advocates for change while supporting survivors in Orange and Sullivan Counties in NY.

THE FEARLESS! MISSION

To build an informed, just, and accountable society so all people can experience supportive and safe relationships free from abuse, exploitation, and oppression. We do this through education, prevention, advocacy, and providing comprehensive services, including shelter, to victims and survivors of interpersonal violence, human trafficking, sexual violence, and other types of crime victimization.

WHO SHOULD APPLY

The Fearless! Housing First Case Manager is:

- Passionate about ending gender-based violence, racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression.
- Self-motivated and invested in continuous growth, training, and skill building.
- Collaborative and works effectively with colleagues, clients, and community partners.
- Confident and able to learn quickly, make an immediate impact, and contribute value-added service to clients, community partners, and colleagues.
- Flexible and adaptable to operating in an ever-changing fast, paced environment.
- Committed to being an effective communicator who can connect and build relationships with colleagues, clients, and community partners.
- Human-centric and solution-focused, keeping the client's needs as the driving force.

WHAT YOU'LL BRING ALONG

- Must have a Bachelor's degree in human services or a related field or equivalent work experience in providing Direct Crisis Counseling and Advocacy Services.
- Must be knowledgeable in Microsoft Office programs
- Experience with client management software
- Valid Driver's License & Auto Insurance
- Ability to lift up to 50 lbs. when necessary
- The desire to make a difference.

POSITION TITLE: Housing First Case Manager

REPORTS TO: Residential Services Director

PRIMARY WORKSITE: Confidential, Orange County

WORK HOURS: 40 hours, primarily Monday through Friday, during business hours, with evening availability. Flexibility is required, given 24/7 staffing requirements. Staff are not permitted to leave until relieved by another staff member.

KEY RESPONSIBILITIES

Partnering with the HONOR Residential program (through field-based & hotline services)

- Assist clients in evaluating their needs around housing and financial stability.
- Meet with clients to establish and formulate service plan goals by determining a plan of action.
- Collaboratively work with qualified individuals to find and secure permanent housing options.
- Conduct crisis and risk assessments in consultation with the supervisor, HONOR, and Orange County Continuum of Care (CoC) Coordinator.
- Engage in ongoing assessment of client goals and progress, and advocate for clients' needs with community agencies.
- Use evidence-based practices in service delivery such as intensive case management, Motivational Interviewing, Harm Reduction, Critical Time Intervention, and Housing First practices.
- Attend and actively participate in meetings with Housing First Program partners.

Residential Advocacy (through field-based & hotline services)

- Provide & maintain ongoing in-person services in the areas of, but not limited to, independent living, community integration, employment linkage, benefits establishment, linkage to appropriate community resources, primary health, and mental health care.
- Provide & maintain appropriate information and referrals, and facilitate client connections with necessary services providers/agencies, including Fearless! Programs.
- Provide comprehensive services to clients, including, but not limited to, assessments; intakes; advocacy and accompaniment; follow-up contact, outreach; and information and referrals.
- Provide clients with information regarding the NYS Office of Victims Services, assist with filing applications for OVS compensation, and serve as a liaison between clients and OVS.

Safety & Hygiene (Relative to Client Living Environment)

- Actively engaging in basic housekeeping, maintenance, organization of donations, and other assigned tasks.
- Complete safety checks of the shelter residence as scheduled.
- Ensure ongoing compliance with State and other regulations regarding the condition of the residence and services provided.

Administrative & Agency Responsibilities

- Attend and actively participate in supervision with Residential Services Director, program-specific and agency-wide meetings, training, awareness month activities, and agency events.
- Maintain the confidentiality of clients, staff, volunteers, and agency information.
- Maintain the highest levels of accuracy in recordkeeping and reporting, ensuring that all client records and documentation of work activities are complete and up-to-date and submitted to the supervisor, as directed.
- Ensure timely response and follow-up to email communication and voicemail messages.
- Staff members are encouraged to be flexible and responsive to changes in the scope of duties, including other duties as assigned by immediate and other supervisors.

Additional Must-Have Requirements

- Ability to model and uphold appropriate boundaries in work with clients, colleagues, supervisors, and the community.
- Demonstrates good judgment with the ability to make timely and sound decisions.
- Experience with data management and knowledge of Microsoft Office.
- Reliable transportation.

Bonus Qualifications:

- Direct experience working within residential settings, social services, and with the homeless population is preferred.
- Bilingual/bicultural candidates are strongly encouraged to apply.

Conditions of Employment:

Employment is contingent upon the successful completion of certain background checks, which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry,

State Exclusion List, and fingerprinting.