



## JOB DESCRIPTION FOR: **HOST HOMES CASE MANAGER**

**JOB CLASSIFICATION:**     REGULAR                       TEMPORARY  
    FULL TIME                       PART TIME

*Benefits are available only to regular, full time employees (minimum of 30 hours per week). This job is a grant funded position.*

**REPORTS TO:**        Host Homes Coordinator

**JOB DESCRIPTION:** The Host Home Case Manager will have responsibility for: providing case management to young adults in the programs (pre, during and post host home residency), supporting positive relationships between hosts and young adults and supporting the overall development and implementation of the program.

**JOB DUTIES:**        *Duties / responsibilities include but are not limited to:*

- Provide ongoing supportive case management, housing match, crisis assistance, conflict resolution and stabilization services to youth (clients) enrolled in host home program, utilizing the Resource Center, and those accessing emergency services via short-term hotel stays.
- Establish Individual Development Plans in partnership with clients that address recovery, emotional and psychological issues, vocational and educational development, employment, financial management, and prioritization of needs, with the ultimate goal of obtaining permanent housing.
- Assist clients in obtaining and maintaining public benefits. Provide referrals for and solve problems related to county, state and federal benefits programs. Identify, apply for and establish appointments for available services such as cash aid, food programs, medical clinics and in-home support. Accompany clients to critical appointments and or meetings when deeper support is needed.
- Establish a transition plan with clients to ensure they move into preferably long-term stable housing when exiting the program
- Support intake, assessment and evaluation for client engagement in all programs
- Document client progress records and outcomes in a timely manner, maintain and monitor client files
- Provide housing case management services for the Host Homes Program, collaborating with other local service providers
- Provide intensive case management services for the Host Homes Emergency Services Path
- Staffing and housing case management at the Host Homes Resource Center
- Assist in Homeless Management Information System (HMIS) data entry and reporting
- Conduct safety and wellness checks and home visits regularly.
- Assist with program development, included but not limited to the creation and implementation of policies and procedures
- Assist with identifying, screening and training potential Hosts or other community volunteers
- Assist with Point-in-Time Count planning and execution
- Assist with on-call services
- Assist in grant finding and writing
- Maintain strong relationships with collaborative partners and hosts. Attend multi-agency and partner meetings. Assist clients in negotiating conflicts with partner agencies.





- Cultivate a culture of learning: attend regular, ongoing training related to topics connected to Host Homes, including supporting youth experiencing housing instability, positive youth development, harm reduction and trauma-informed care.
- Comply with all policies and procedures.
- Perform other related duties as assigned

**EQUIPMENT USED:** Computer; Copier/Fax; Telephone

**PHYSICAL REQUIREMENTS:** Majority of day is spent driving to/from host homes, appointments, and staffing the Resource Center. Lifting, pushing, and pulling activities are minimal and occasional only. Hand use is occasional to frequent, generally in handwriting (writing daily contact sheets), typing reports and reviewing files.

**PRE-REQUISITES:**

- Minimum of High School diploma
- Commitment to the mission of the *Ready for Life* Host Homes Program and a strong commitment to racial, social and economic justice
- Experience and commitment to working in a multicultural environment
- Understanding of the needs of vulnerable LGBTQ communities, strategies to meet their needs, and ability to work with a broad range of constituents, program participants, and stakeholders representing the full diversity of the LGBTQ and allied communities. A champion for building pathways for people not served by mainstream systems
- Minimum two years' experience working in a case management role
- Minimum one-year experience in working with LGBTQ youth and demonstrated ability to work with transitional age youth 18– 24 with strong cultural competency regarding transgender and gender non-conforming youth, communities of color, homelessness and mental health.
- Ability to work within a harm reduction model and experience working on trauma-informed programs as well as strong experience providing services addressing homelessness, violence, substance use, mental health, and criminal justice systems.
- Strong communication, conflict resolution and de-escalation skills, ability to maintain confidentiality
- Thrives in a constantly changing environment and can navigate chaotic situations well
- Ability to work independently, collaboratively with a supervisor or as part of a team in a fast-paced environment
- Experience working collaboratively with multiple agencies desired
- Computer/PC literacy, including Internet proficiency
- Fluency in English is required
- Must have successful completion of criminal background screening and TB screening
- Education in social work, social welfare, marriage, family, and child counseling, child development, counseling psychology, or social psychology fields are preferred

**GENERAL PREREQUISITES:**

Must possess current CPR and First Aid certification and a Driver's License. Must receive a criminal record review (including Child Abuse, D.O.J., and FBI clearances) prior to beginning employment. Must receive a Health Screening (verifying good health) and a TB screening not more than one year prior to or





seven days after employment. Must submit a current DMV printout and copy of vehicle registration and insurance.

**OTHER:** Conflict resolution skills with good leadership and communication skills. Ability to work well with people, maintain a positive attitude, keep solid boundaries, and have an adequate knowledge of the local community services. This position requires a high level of confidentiality and compliance to professional ethical standards.

Due to the nature of the work done in and through this employment setting, it is understood that *Ready for Life* is a drug free workplace. Violations of the drug free workplace rule will result in the employee needing to seek treatment or be terminated. Working under the influence of alcohol or other drugs, not of an appropriate prescription by a physician, will not be tolerated.

Workplace harassment in any form is not acceptable. All employees are expected to maintain personal lifestyles, apart from the employment setting, that promote healthy, drug and violence free relationships, a public image of good character, and further the values and reputation of *Ready for Life* and agency programs.

All *Ready for Life* Host Homes Program staff must complete 15 hours of ongoing training annually on topics relevant to this position. Relevant training topics include, but are not limited to training about sexual orientation, gender expression and identity, privilege, oppression, cultural humility, intersectionality, child development, child abuse identification, prevention and treatment, child and non-minor dependent rights and training consistent with topics provided to resource families. In addition to the aforementioned 15 hours, for all *Ready for Life* supervising staff, five of the hours annual training hours must be specific to supervision.

**BENEFITS:** *If eligible, the following will be available after completion of a 60 Day Introductory Period:*

- **Health:** If eligible, employer pays 50% of premium for regular employee beginning on the 1st of the month following the 60 day introductory period. Employee can purchase additional coverage for spouse, children, or family.
- **Waiver of Insurance:** If employee chooses to waive the agency insurance because of benefits they already have, they would need to sign a Waiver of Insurance.
- **Holidays:** If eligible, paid holidays include New Year's, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, and Christmas.
- **Vacation:** The Company provides paid vacation benefits to eligible full-time employees, after the completion of the 60-day introductory period, to give a period of rest and relaxation away from work. This benefit may change with or without notice.
- **Vacation Accrual:**
  - Months 0-2 (Hire date through end of month 2): Ineligible for vacation accrual
  - Months 3+ (Start of month 3 and beyond): \*Accrues at .0385 per regular hour worked to a maximum accrual of 80 hours per year.
- **Sick:** All eligible employees receive 24 hours or 3 days of paid sick leave each year. Employees must work for 30 or more days within a year from the commencement of employment to be eligible to receive the sick leave. Sick leave will be available for use on the 60<sup>th</sup> day of employment for use through the end of the calendar year. Thereafter, 24 hours or 3 days of paid sick leave will be deposited into





the employee's account on January 1<sup>st</sup> of each calendar year. Unused sick leave does not carry over from year to year and is not paid out at the termination of employment.

- **Retirement Plan:** All employees are eligible after the 60<sup>th</sup> day of employment to participate in our Vanguard retirement fund. As a benefit to each employee, *Ready for Life* will contribute 2% each pay period.

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Employee Signature

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Date

