



Job Title: Housing Case Manager

Reports to: Director of Case Management

Overview:

The Housing Case Manager plays a critical role in assisting guests at Good Samaritan Haven. Within three days of a guest's arrival, the Case Manager will meet with them to identify life priorities and create a plan to achieve these goals, with a primary focus on securing housing and support for successful community living. Secondary support may include recovery assistance and connecting guests to other service partners to enhance their overall well-being and life skills. Throughout the guest's stay, the Case Manager will maintain a productive working relationship to help them reach their objectives.

Duties and Responsibilities:

- Provide holistic case management services, including intake, coordinated entry assessment, benefit referrals, housing applications, goal development (e.g., recovery, mental health, job, and life skills support), progress monitoring, and advocacy.
- Create individualized service plans with clients to address their permanent housing and wellness needs. Support clients in obtaining mainstream benefits, building basic skills, addressing barriers, and engaging in services.
- Create and maintain client database files, including intake documents, release forms, coordinated entry assessments, ongoing case notes, house rules, and emails to/from community partners. Ensure up-to-date documentation of services provided and funds spent.
- Assist in locating and securing affordable housing, supportive services, and employment opportunities.
- Build and maintain positive relationships with landlords, housing authorities, and not-for-profit housing agencies to secure stable permanent housing for guests.
- Attend regular housing review team meetings with local partners and coordinate team meetings with others supporting clients.
- Participate in regular GSH guest care meetings and supervisory sessions with the Director of Case Management to review work, discuss needed assistance, and identify priorities.
- Perform related tasks such as documentation of client records, administrative duties, scheduling, and communication with team members.

Skills and Abilities:

- Desire to help others.
- Strong interpersonal skills.
- Demonstrated writing and communication skills.
- Strong organizational skills, including time management, attention to detail, self-motivation, and proficiency with technology.
- Computer literacy, including familiarity with Google Suite, email, and data entry.
- Knowledge of or prior experience with Vermont's social services systems or organizations working in housing, recovery, or mental health is preferred.

Position Details:

This is a full-time, office/shelter-based salaried position. Salary is commensurate with qualifications. Benefits include health, dental, and vision insurance, paid time off, a cell phone allowance, and more.

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace. We encourage candidates from diverse backgrounds and experiences to apply.

To apply: Email a letter of interest and resume to info@goodsamaritanhaven.org