

Position Title:	Housing Case Manager
Department:	Guest Care
Reports To:	Director of Case Management and Guest Services



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 nonprofit 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.

Supervision Received: The Housing Case Manager reports to the Director of Case Management and Guest Services, and works collaboratively with all case management and shelter staff.

Qualifications

- Two years experience working with homeless or related social service agency
- Experience with Vermont's social services systems or organizations working in housing, recovery, or mental health is preferred
- Demonstrated written and verbal communications skills
- Strong time-management skills and ability to meet deadlines
- Interest in and commitment to Good Samaritan Haven's mission to provide emergency shelter and support services, stability, safety, and hope for people experiencing homelessness.

Education: Bachelor's degree in social work or other relevant field preferred; or relevant commensurate lived experience.

Skills

- 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.

Competencies

- **Empathy:** The ability to understand and share the feelings of individuals experiencing homelessness, providing compassionate and non-judgmental support.

- **Cultural Sensitivity:** Awareness and respect for the diverse backgrounds, cultures, and experiences of shelter guests, ensuring inclusive and equitable treatment for all.
- **Communication Skills:** The ability to clearly and effectively convey information, both verbally and in writing, to guests, coworkers, and external agencies. Active listening is a key component.
- **Problem-Solving:** The ability to assess situations, identify challenges, and find practical solutions to meet the immediate and long-term needs of shelter guests.
- **Attention to Detail:** The ability to focus on specifics, ensuring accuracy and thoroughness.
- **Collaboration and Teamwork:** Working cooperatively with other shelter staff, volunteers, and external partners to ensure effective service delivery and a supportive environment for guests.
- **Nonprofit and Social Service Knowledge:** Understanding of the mission, goals, and policies of nonprofit organizations and social services, as well as the ability to navigate community resources and services available to homeless individuals.
- **Boundaries and Professionalism:** Maintaining clear professional boundaries with shelter guests, while fostering an atmosphere of respect, trust, and confidentiality.
- **Advocacy:** The ability to advocate for the needs and rights of homeless individuals, both within the shelter environment and with external agencies or policymakers.
- **Trauma-Informed Care:** An understanding of how trauma impacts individuals and the ability to provide services in a way that is sensitive to the needs of those who have experienced trauma, ensuring safety and trust.

Position Details

- Full time position, shared office space and shelter-based.
- First and second shifts may be required in order to meet guests outside of normal business hours, weekend hours may be required.
- On occasion there may be a high degree of stress or crisis management.
- May involve responding to urgent concerns outside of regular hours.

Physical Demands and Work Environment

- Ability to periodically lift, move, push, and pull items up to 30lbs
- Ability to stand or sit for extended periods
- Ability to walk short distances regularly
- Ability to move about on foot, kneel, crouch, and crawl

- Physical environment requires employees to possibly work both inside and outside in heat/cold, wet/humid, and dry conditions
- Noise level at the job site is usually moderate
- Ability to reach with hands and arms, talk, and hear
- Ability to type, reach, write on computer

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace.

Employee Acknowledgement

Signature: _____ Date: _____

FOR HR USE ONLY

FLSA:	Non-Exempt (Hourly)
Reports to:	Director of Case Management and Guest Services
Supervisor/Manager:	N
Approved By:	Julie Bond, Executive Director
Date Approved:	6/30/25