



United Way of
Ventura County

POSITION DESCRIPTION/POSITION TITLE: **Housing Navigation and Retention Case Manager**

STATUS: Non-Exempt

DEPARTMENT: Programs – Landlord Engagement

PAYROLL STATUS: Hourly

LOCATION: United Way of Ventura County

WORK SCHEDULE: Full-Time

SUMMARY OF THE ORGANIZATION:

The mission of the United Way of Ventura County is: “To Mobilize and Inspire the Caring Power and Resources of our Community.” In keeping with this charge and in response to the shelter crisis in Ventura County, the United Way of Ventura County has launched a Homelessness Initiative to include a Landlord Engagement Program (LEP) to increase housing stock and utilize existing housing vouchers and housing subsidies provided by local jurisdictions and community partners in preventing and ending homelessness.

SUMMARY OF RESPONSIBILITIES:

Responsible for overseeing and ensuring housing stability for formerly homeless households during bridge housing and after placement into permanent housing. Responsible for developing and maintaining relationships with community supportive service and housing partners, as well as the household being supported. Requires a strong commitment to preventing and ending homelessness.

SPECIFIC DUTIES:

Bridge Housing/Motel Sheltering

- Liaise with outside case management to receive referrals/assess households for temporary sheltering.
- Support client households via strength-based case management to ensure smooth bridge sheltering.
- Support motel staff and rapidly mitigate any client issues.
- Work with LEP housing locators assisting with permanent housing placements for the sheltered households.
- Maintain client records/related data systems, including case notes; complete Homeless Management Information System (HMIS) entries.
- Prepare case management related reports.

- Maintain strict client and agency confidentiality.
- Other duties, as assigned.

Housing Retention

- In collaboration with outside case management, provide ongoing support and client engagement to ensure successful permanent housing; facilitate any needed services and resources.
- Ensure effective service delivery by communicating and collaborating with outside agencies/case management.
- Assist clients with navigation of and adherence to lease obligations; maintain knowledge of current housing rights and responsibilities.
- Monitor and evaluate each client's progression on a monthly basis (more frequently, as needed); meet with clients; develop corrective actions, as needed.
- Liaise and regularly check in with clients' landlords/property managers; provide responsive customer support and collaborate with LEP housing locators for landlord engagement needs.
- Adhere to strict boundaries and ethics while caring for others.
- Provide crisis intervention, as needed.
- Maintain client records/related data systems, including case notes; complete HMIS entries.
- Prepare case management related reports.
- Provide home and field-based services, as appropriate.
- Be open and flexible to assist LEP colleagues, as needed.
- Participate in weekly LEP team meetings.
- Maintain strict client and agency confidentiality.
- Other duties, as assigned.

ACCOUNTABILITY AND REVIEW:

Position reports to: Director of Homelessness Initiatives

Performance review: Bi-annual.

MINIMUM QUALIFICATIONS, KNOWLEDGE, AND SKILLS:

- Knowledge of Housing First model.
- Ability to understand the needs of formerly homeless, vulnerable, and/or diverse populations.
- Knowledge surrounding poverty and the social factors involved.
- Service delivery that is professional, responsive, and collaborative.
- Creative problem-solving skills.
- Excellent communication skills (verbal and written).
- Accurate documentation and record-keeping skills.
- Proficiency in Microsoft Word and Excel; HMIS experience a plus.
- Ability to work in a team and independently.
- Must have valid CA driver's license and access to reliable transportation.
- Bilingual (Spanish/English) preferred, but not required.
- Maintain and execute confidential information according to HIPPA standards.

EDUCATION AND EXPERIENCE:

- Bachelor's degree preferably in social services or a related field, or an AA degree and/or work experience. A combination of education and experience may be substituted.
- Previous experience providing services to persons experiencing homelessness preferred, but not required. Ability to address the needs of people with disabilities, chemical dependency, mental disorders, etc.
- Previous experience with case management.

EQUAL EMPLOYMENT OPPORTUNITY

HOW TO APPLY: Email your resume and cover letter to amy.duganne@vcunitedway.org.

Call Amy Duganne with questions: (805) 485-6288, Ext. 228

DEADLINE: August 13, 2021