

JOB DESCRIPTION

JOB TITLE: Resident Case Manager (Full-time, exempt)

REPORTS TO: Director of Programs

WHO WE ARE:

At Hillcrest Hope, our purpose centers on ensuring each person's dignity and independence. We cultivate a culture of compassion, respect, and inclusivity, guided by principles of empathy and collaboration.

Our mission is to empower individuals and families experiencing homelessness to achieve personal independence through transitional housing, accountability, education, and community support.

We envision a community where everyone has life's basic necessities, standing on their own with dignity.

We believe that the strength of our team, united by a shared commitment to integrity, is fundamental to achieving this vision and making a positive difference in the lives of those we serve.

As a prospective member of our team at Hillcrest Hope, your commitment to embracing our purpose and being dedicated to upholding our values will help us achieve our mission.

POSITION OVERVIEW:

The Case Manager is a critical front-line employee at Hillcrest Hope, instrumental in assisting program participants gain personal independence. The Case Manager is responsible for administering the transitional housing program for a caseload of 10-11 households. Through strengths-based case management and resource connections, case managers provide accountability, encouragement, and guidance to individuals and families as they work to learn, build healthy lifestyle habits and create long-term stability for themselves and their families.

CORE COMPETENCIES:

- **Ethics and Integrity** – Earns others' trust and respect through consistent honesty and professionalism in all interactions. Behavior consistent with organizational standards.
- **Relationship Building** – Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- **Effective Communicator** – Can convey information, ideas, and instructions clearly to individuals or groups in oral or written form.
- **Development and Continual Learning** – Displays an ongoing commitment to learning and self-improvement. Willing to share knowledge for organizational improvement.

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- Empathy – Understands and anticipates others' feelings, ideas and needs. Fosters an environment of acceptance and understanding.
- Problem-solving – Can identify and analyze problems, find the best solutions, and implement them.
- Time management – Can prioritize tasks, meet deadlines, and use time effectively.
- Decision Making and Judgment – Makes timely, informed decisions that take into account the facts, goals, constraints, and risks.

PRIMARY DUTIES AND RESPONSIBILITIES:

Case Management

- Actively manages a caseload of 10-11 households.
- Responsible for completing program application reviews, pre-screening applicants, and conducting in-person interviews.
- Assess client needs, situations, strengths, and support networks to determine their goals. Develop mutually agreed upon plans to improve each client's well-being.
- Aid clients in adjusting to the changes and challenges in their lives, including, homelessness, employment transitions, abuse, recovery, and family issues.
- Educate clients on and connect them to other community resources to overcome success barriers.
- Hold clients accountable to the program guidelines and develop behavior improvement plans when necessary.

Relationship Building

- Build and strengthen relationships with outside service organizations and referral sources.
- Support organizational fundraising and marketing efforts through participation in events and tours. Communicate success stories with fundraising and marketing staff to illustrate program impact.
- Actively engage and energize Hillcrest Hope staff members, volunteers, board members, committees, partnering organizations, donors, and funders.
- Build partnerships with and serve as liaison to other community organizations, collaborative groups, and government agencies operating in related and connected fields, for the purpose of gaining additional knowledge and resources to benefit program participants.

Administration/Organizational

- Ensure data quality by maintaining detailed and complete electronic client files. Manages work schedule to ensure client information and case notes are updated in a timely manner.
- Maintains detailed records in order to accurately report on program key metrics, for the purpose of impact reporting, program review and improvement, and funding.
- Delegates tasks to volunteers and Resident Manager when appropriate.

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QUALIFICATIONS:

- A Bachelor's degree is required, with course work in social work, sociology, or psychology preferred.
- Previous experience in the social services industry a plus.
- Must have a knowledge of, and a commitment to, providing trauma-informed care.
- Must demonstrate excellent oral and written communication skills, strong interpersonal skills, and the ability to clearly and effectively present complex information.
- Proficiency in Microsoft Office Suite required, especially Excel, Outlook, and Power Point
- Ability to work effectively in collaboration with diverse groups of people.
- Demonstrated critical thinking skills, ability to work methodically and analytically in a problem-solving environment.
- Drives performance by holding self and others accountable for achieving goals.

WORKING CONDITIONS:

- Case Managers usually works in an office environment, but the mission of the organization may sometimes take them to nonstandard workplaces.
- Case Manager will be required to work occasional evenings and weekends to accommodate client availability for case management or to respond to emergency situations.
- Able to perform the basic functions of the position, including extended hours standing, bending and stretching.
- Must be able to lift and carry supplies and equipment, up to 40 lbs.
- Must have reliable transportation and a valid driver's license.
- Hybrid work schedule is available after completion of 90-day onboarding period.

SALARY RANGE AND BENEFITS:

- Full Time (Exempt) \$40,000 – 48,000, based on experience.
- Health Premium Reimbursement, up to \$500 per month.
- Dental, Disability, Life Insurance paid by Hillcrest Hope
- PTO starting at 128 hours, plus all major holidays.
- 401(k) plan with traditional and ROTH options, 3% match.

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