

**REPORTS TO:**

Programs Director

**POSITION OVERVIEW:**

The Hope Solutions Program Case Manager, as with all Hillcrest Hope Case Managers, implements the vision and mission of Hillcrest Hope. The Hope Solutions Case Manager works with the non-resident clients of Hillcrest Hope as they work through the Hope Solutions/Fresh Start Eviction Prevention program. They reinforce long-term stability through mentoring, resource-building, and life coaching.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

- Provide leadership in the implementation of the Hillcrest Hope Fresh Start Program and services offered built on best practices in the field, innovation, and sharing of resources.
  
- Maintain a case load of up to 20 non-resident individuals and/or families annually.
  
- Provide the following services to clients of Hillcrest Hope:
  - Manage client family selection for eviction prevention program through review of client family applications and 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.
  - Help client families to adjust to the change and challenges in their lives including housing stability, transitions into employment, abuse, recovery, and family issues.

- Educate and connect clients to Hillcrest Hope and community resources to meet individual and family needs.
- Research and refer clients to community resources, such as healthcare, mental health services, support groups, etc.
- Help clients work with government agencies to apply for and receive benefits.
  
- Advocate for and help clients get resources that would improve their well-being.
- Follow up with client to ensure their situations have improved (with Program Staff team).
- Evaluate services provided to ensure that they are effective and beneficial.
- Ensure each client family has a budget counselor to provide education and accountability for clients to earn and save sufficient resources for future housing needs and independent living.
- Monitor client family compliance and holds families accountable to program guidelines.
  
- Maintain regular and open communication with landlords, rental agencies, real estate management companies, mortgage companies and banks.
  
- Provide support to other program staff based on experience or background.

### **Relationship-Building**

- Build partnerships with outside organizations to improve services to client families.
  
- Support Hillcrest Hope development and marketing staff through participation in fundraising events, tours, meetings with current or potential funders and donors, new stories, thank you letters to supporters, reporting for grants, identification of needs, and communication of relevant stories.
  
- 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 programs, collaborative groups, and government agencies operating in related and connected fields for the purposes of gaining additional knowledge and resources that could benefit Hillcrest Hope clients and contributing to the field, helping extend Hillcrest Hope services to others, and sharing and learning about best practices.

## **Administration/Organizational**

- Ensure data quality, accuracy of client files and records, complete paperwork and comprehensive outcomes tracking in the areas of housing, case management, debt resolution, savings, employment, goal-setting and client progress, program intake and exit and other related activities for internal and external purposes including: coordination of services, program evaluation and development, billing, grant tracking, compliance and legal considerations
  
- Recruits and develops relationships with budget counselors and mentors?

## **QUALIFICATIONS:**

- I. **Education** – A Bachelor's degree is required with preferred course work in social work, sociology or psychology
  
- II. **Professional designation** - None
  
- III. **Knowledge, Skills, and Abilities**
  1. Previous experience in the social services industry preferred.
  2. Mandatory training in "Strengths-Based" case management provided through Mid-America Assistance Coalition.
  3. Unwavering commitment to quality programs and data-driven program evaluation.
  4. Must have the knowledge and commitment to provide trauma-informed care. We will provide training for the right applicant.
  5. Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal skills.
  6. Action-oriented, entrepreneurial, adaptable, and innovative approach to planning.

7. Ability to work effectively in collaboration with diverse groups of people.
8. Strong problem-solving skills and personal initiative
9. Ability to self-manage, plan, and organize through a wide variety of tasks and job duties.

**IV. A working knowledge in the use of computers for:**

- a. Word Processing
- b. E-Mail
- c. Internet
- d. Excel
- e. Program Software

**V. Personal Characteristics**

**The Graduate Case Manager should demonstrate competence in the following:**

- a. **Behave Ethically:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- b. **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- c. **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- d. **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- e. **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- f. **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

- g. **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- h. **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- i. **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate practical solutions, and make recommendations and/or resolve the problem.

**VI. Experience**

1 or more years as a case worker or similar field in a voluntary or nonprofit sector organization

**VII. Working Conditions**

- a. Case Managers usually work in an office environment but the mission of the organization may sometimes take them to nonstandard workplaces.
- b. Case Managers work a 30 hour work week and may be required to flex those hours to work some evenings and weekends to monitor program activities.
- c. Able to perform the basic functions of the position, including extended hours standing, bending and stretching.
- d. Able to lift and carry supplies and equipment as needed.
- e. Speaks clearly and distinctly to perform extensive communication required with clients, donors, and other third parties.
- f. Appears professional always.