

Supportive Housing Case Manager

Job Description:

The Supportive Housing Case Manager (SHCM) will play a crucial role in providing comprehensive support to victims/survivors of domestic violence and human trafficking, facilitating their transition into safe and stable housing. The SHCM will collaborate with the Housing Specialist to ensure the clients' needs are met while empowering them to make informed decisions about their living arrangements and future.

Responsibilities:

- Receive referrals from the Coordinated Entry Process and complete initial referral forms for record-keeping and assessment purposes.
- Conduct initial needs assessments to identify the immediate requirements of the victim/survivor.
- Arrange and conduct face-to-face meetings with the victim/survivor to understand their situation better and determine appropriate resources and support.
- Collaborate with SEPA Mujer's resources to address the specific needs of the victim/survivor.
- Meet with the Housing Specialist to transfer the individual's case file and discuss the course of action plan for permanent housing.
- Ensure that the referred resources are effectively meeting the needs of the victim/survivor by maintaining regular follow-ups with the client.
- If necessary, contact the referred service providers to address any issues or concerns.
- Utilize community partnerships, local town housing agencies, real estate brokers, and other external resources to find suitable housing options for the client.
- Maintain detailed records of each resource contacted and document all interactions with clients for proper follow-ups and evaluation of referral sources.
- Offer safety planning to all project participants on an ongoing basis, considering that safety risks may change over time.
- Inform victims/survivors that all services are voluntary, and they have the freedom to choose their living accommodations based on their financial preferences.
- Provide a wide range of supportive services to clients, including intakes, apartment searches, managing landlord and tenant agreements, Know your Rights Training related to housing and labor rights, workforce integration support, school registration assistance for children, and internal referrals to SEPA Mujer's in-home services.

Qualifications:

- Bachelor's degree in social work, psychology, human services, or a related field.
- Proven experience in case management, social services, or housing assistance.
- Knowledge of domestic violence and human trafficking dynamics and trauma-informed care.
- Strong communication, interpersonal, and organizational skills.
- Ability to work collaboratively with diverse clients and community partners.
- Familiarity with local housing resources and community networks is a plus.
- Bilingual (English/Spanish) proficiency is preferred.