Job Title: **Rapid Rehousing Case Manager**  
*Department/Corps: Beaver Falls*  
*Full-time, Exempt, on-call one week per month*  
*Responsible to: Program Director*

**Job Summary:**  
Shall provide supportive services to households experiencing homelessness in order to maximize housing stability and prevent returns to homelessness. Shall provide direct assistance in gaining access to services, coordination of care, oversight of the entire case, and linkage to appropriate services. The overall goal of the position is to help individuals and families quickly exit homelessness and return to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services.

**Essential Duties and Responsibilities:**
- Represent The Salvation Army, the church and service programs in a professional and caring manner.
- Maintain client confidentiality at all times.
- Provide case management to households referred to the Rapid Rehousing program including, but not limited to, intake/assessment, housing location/inspection, lease negotiation, goal setting/tracking, service planning, referrals, linkage to community-based services, discharge planning, and financial assistance based upon HUD/CoC guidelines, available resources, and policies and procedures of The Salvation Army.
- Promote access to and effective utilization of mainstream benefits, such as transportation assistance, income and non-income benefits, and SSI/SSDI technical assistance.
- Provide services consistent with a Housing First, strengths based, harm reduction and trauma informed approach.
- Maintain face to face contact with clients at least monthly and phone contact with clients as frequently as needed.
- Review service plans monthly and update at least every three months.
- Document all contacts and attempted contacts with a client via a case note within two business days.
- Complete annual assessments in HMIS within 30 days before or after the anniversary of the date of engagement.
- Maintain confidential and accurate client files with all required documentation and detailed case notes in compliance with the policies and procedures of The Salvation Army, HUD/CoC and all other funders.
- Enter required information in the HMIS database within two business days.
- Assist with helping clients obtain transportation to appointments.
- Achieve the following annual program outcomes: At least 81% of households will maintain their housing or exit to another permanent housing placement, At least 45% of households will increase their income, Households should move into permanent housing within an average of 30 days.
• Harmony House: Work with Harmony House Case Managers to ensure that households are accessing necessary housing resources as part of their discharge plan; participate in case conferencing as needed; advocate for households within CoC.
• Produce and submit statistical reports in a timely manner.
• Participate in continuous quality improvement reviews.
• Network with community agencies and participate in collaborative networks such as the CoC to stay current on services available, explore potential partnerships, and to address issues that are relevant to the community.
• Participate in staff meetings, trainings, conferences and other professional development opportunities for social services/technical skills improvement.
• Serve as on-call staff for residential households one week per month; advise supervisor on incidents and concerns; exercise appropriate judgment; complete any paperwork necessary.
• Refer clients seeking spiritual guidance to the Corps Officers.
• The above duties and responsibilities are not all inclusive and may be modified to include other job-related duties at the discretion of the supervisor.

Education and Experience:
• A Bachelor’s degree in Human Services or related social services field.
• At least two years of experience in a housing, behavioral health or crisis-oriented program which includes one year involvement with the homeless.

Knowledge, Skills, and Abilities:
• Knowledge of homelessness, mental health, drug and alcohol, and crisis intervention is necessary.
• Familiarity and experience with service models such as Motivational Interviewing, Housing First, Harm Reduction, and Trauma Informed Care preferred.
• Excellent counseling and listening skills.
• Ability to work on multiple projects and prioritize accordingly.
• Ability to interact and communicate effectively with team members, clients, and agencies verbally and in writing.
• Knowledge of community resources.
• Ability to function independently and adapt to various work locations and settings.
• Demonstrated problem solving ability.
• Must be familiar with social work ethics.
• Must have excellent time management skills.
• Must work well in a team atmosphere.
• Computer proficiency including Microsoft 365 products such as Outlook, Word, and Excel.
• Bilingual Spanish/English, verbally and written, preferred to best serve the community.
• Must have a valid PA driver’s license.
• Respect of cultural differences, levels of education, physical functioning, and crisis situations in a non-judgmental manner.
• PA Child Abuse History Clearance, Request for Criminal Record, and FBI fingerprinting upon hire along with renewals every five years.
• PA Mandated and Permissive Reporting and The Salvation Army's KeepSAfe training required.
• Will respect and promote the interest of The Salvation Army. The individual is not required to embrace the tenets of faith, but is required to promote and respect the mission of The Salvation Army.

 Acknowledge of Religious Purposes of The Salvation Army  
The employee acknowledges that he/she has been informed and understands The Salvation Army’s religious purpose and status as a church. The employee agrees that he/she shall do nothing in his/her relationship with The Salvation Army as an employee to undermine its religious mission. The employee agrees and understands that his/her work related conduct must not conflict with, interfere with, or undermine such religious programs of The Salvation Army’s religious purposes.

 The Salvation Army Mission Statement  
The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

I have read and understand the job description set forth above. I agree to carry out the responsibilities associated with the position. Furthermore, I have read and will work in accordance with the mission statement set forth above.

____________________________________    ______________________________
Employee Signature                      Date

____________________________________    ______________________________
Supervisor Signature                    Date