

Housing Case Manager

JOB DESCRIPTION

East Los Angeles Women's Center, a non-profit organization, provides a variety of services for women and their families, focusing on sexual and domestic violence and HIV/AIDS. ELAWC offers crisis intervention, prevention, education, and advocacy in order to address the needs of a multi-cultural and multi-lingual community.

Title: Housing Advocate

Job Summary: The housing program provides comprehensive case management services to individuals and families who have experienced sexual assault and/or domestic violence and are currently experiencing an unstable housing situation. We service individuals and families who may be currently homeless or at risk of becoming homeless. The ideal candidate will work in a team environment with our housing program while providing intensive case management to program participants. Work involves working closely with program participants to find and secure permanent housing. As a part of our housing program you will develop and maintain relationships with clients, partnering agency, landlords, and property managers. If you have domestic violence and/or sexual assault knowledge and experience with providing case management and housing services to survivors, and have passion and investment in ending violence in our communities, please consider becoming part of our team.

Direct Service Responsibilities

- Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- Develop a comprehensive housing procurement, financial, and self-sufficiency case management plan with clients. This will include identifying client strengths and barriers to stability and assisting clients to reduce barriers.
- Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and/or maintain housing.
- Assist participants in locating and securing housing appropriate to their needs.
- Create and maintain consistent communication channels, between collaborating agencies and the client (i.e. landlord, community organizations, creditors, etc.)
- Provides information and referrals for additional social services and/or community programs.
- In collaboration with clients, develop case goals that promote stable permanent housing and self-sufficiency.
- Assist in development of a personal budget and encourage adherence to a budget. Provide budget counseling and education to assist clients in establishing payment plans for bills and past debts, as well as maintaining housing.
- Provide ongoing, active follow-up home visits after clients are placed in permanent housing to ensure stability and further progress towards self-sufficiency.
- Facilitates and maintains relationships with CES advocates in Los Angeles County.

- May occasionally answer hotline calls and respond to hospital accompaniments.
- Other duties as assigned.

Administrative Responsibilities

- Participates in or takes the lead in community outreaches and presentations as needed.
- Assists with facilitation of trainings as needed.
- Maintains accurate record keeping and reporting in compliance with funder requirements.

Qualifications:

- Bachelor's Degree in social work or related field required. Two years experience in case management in a social work setting.
- Complete 70 hr. State Certified SA/DV Advocate Training
- Trained in Housing First Model and other housing resources related to attaining permanent housing for survivors and their families.
- Must have knowledge of and belief in "housing first" philosophies and strategies.
- Previous experience with housing programs, knowledge of community resources, social service agencies and landlords highly preferred.
- Experience working with domestic and sexual violence survivors.
- Must have knowledge of and belief in "housing first" philosophies and strategies.
- Demonstrated ability to provide trauma-informed and culturally appropriate service to clients in crisis situations.
- Ability to problem solve and be creative.
- Knowledge or understanding of tenant's rights and responsibilities.
- Bilingual - Excellent verbal and written communication skills in both English and Spanish.
- Ability to work with staff, clients, volunteers, and community partners that have varying skills, abilities, life experiences, and/or from diverse backgrounds.
- Demonstrated skill in handling multiple tasks, tracking details and setting priority for accomplishing a variety of projects.
- An understanding of maintaining confidentiality.
- Ability to pass required criminal background check and screening.
- Valid driver's license, current auto insurance and registration, and dependable vehicle are required.
- Strong computer technology skills, including Microsoft Word, Excel, and Outlook with the ability to complete requirements of files and contract compliance.
- Excellent organizational skills and detailed orientation, ability to multi-task in a fast-paced environment.
- Has an appreciation for a multi-cultural and diverse community and is an excellent communicator in both English and Spanish.

Working Conditions Include:

- This position will have a central office but will require the case manager to be flexible in their work location. The case manager will frequently travel to landlord and property management offices, apartment viewings, and client home visits. We provide mileage reimbursement.

- May be required to work nights and/or weekends occasionally.

Please note: We are committed to recruiting and engaging individuals without regard to disability, identity, gender, race, religion, or sexual orientation.