

Supportive Housing Case Manager

Full-time, non-exempt

JOB OVERVIEW

Are you looking for an opportunity to make a difference in the lives of those in need? Are you driven to help others achieve a higher level of self-sufficiency? Do you want to feel GREAT about the impact you make every day in your career? If so, Laurel Advocacy and Referral Services, Inc. (LARS) may be the place for you! We are seeking a new staff member to join our team as the Supportive Housing Case Manager. This person will provide vital case management services to chronically homeless and disabled individuals and families who reside in the Laurel community. The Supportive Housing Program (SHP) is a long-term, independent living program operated by LARS and funded by the Department of Housing and Urban Development (HUD). The SHP provides support and resources to homeless individuals and families throughout their permanent housing experience.

The ideal candidate is resourceful, organized and a team-player who is committed to creating a positive rapport with clients. This person will also be detail-oriented, and capable of assisting clients with achieving independence and developing life skills. If you are someone who has exceptional interpersonal and communication skills along with a genuine interest in supporting homeless individuals and families, then you may be the right person for this career opportunity!

ABOUT US

For nearly 30 years, LARS has been a source of hope and relief for members of the Laurel community who are homeless or at risk of becoming homeless, and for individuals and families who struggle to meet their basic needs. LARS' mission is to enable homeless and low-income people in Laurel who are in crisis to achieve stability and long-term self-sufficiency. Through a variety of supportive services including financial help with rent and utilities, food assistance, and subsidized housing, LARS provides individuals and families the stability they need to build better futures for themselves and for their families. In addition, case managers teach skills that foster growth in the areas of personal finances, education, employment, and mental and physical well-being. Our goal is not only to alleviate the immediate crisis, but also to teach skills and habits that empower people to maintain financial stability and prevent future crises. LARS' service area covers high needs areas in Prince George's (zip codes 20707 and 20708), Howard (20723), and Anne Arundel (20724) Counties.

SPECIFIC DUTIES AND RESPONSIBILITIES

Case Management (80%)

- Provide case management at least once per week to permanent supportive housing (PSH) clients, and in collaboration with clients, develop individual service plans with unique goals geared towards client self-sufficiency;
- Research and secure supportive services for assigned clients including disability benefits, substance abuse treatment and mental health services and ensure clients are maintaining safe, clean living environments by conducting periodic unannounced spot checks of all permanent housing units and random, unannounced drug testing/breathalyzers on clients;
- Complete the homeless vulnerability assessment tool with homeless clients and submit to Prince George's County's Coordinated Entry Committee for review;
- Provide intake and assessment, as well as weekly case management for clients staying at two church shelters managed by LARS.

Administrative (10%)

- Document client services and case notes in Homeless Management Information Systems (HMIS) and other LARS databases within 24 hours of interaction;
- Maintain up-to-date and organized client files;
- Under the direction of leadership, complete environmental reviews for apartment complexes as needed;
- Manage PSH supportive services budget, assist with submission of APR (Annual Performance Report) and annual HUD application renewal, and maintain organized records of assigned grant information to ensure grant compliance;
- Submit applications for clients eligible for appropriate supplementary financial resources, including the Maryland Energy Assistance Program (MEAP);
- Review potential Supportive Housing client application materials and facilitate panel interviews for program candidates.

Other (10%)

- Serve as the liaison for LARS between the rental management companies used for LARS supportive housing;
- Coordinate monthly life skills meetings for supportive housing clients;
- Participate in supervision, staff meetings, community meetings, and trainings as approved or designated by supervisor;
- Obtain SSI/SSDI Outreach, Access, and Recovery (SOAR) certification, attend all scheduled trainings, and assist assigned clients with completing disability applications;
- Provide support to LARS' programs and events, as needed;
- Serve as primary staff representative of LARS at the bi-weekly Prince George's County Coordinated Entry Meetings and monthly Case Manager Meetings held by Prince George's County.

ESSENTIAL REQUIREMENTS

- Bachelor's degree in social work or human services;
- Prior experience working with mentally ill, substance abusing, low income, homeless, elderly and minority populations, in a respectful and non-judgmental manner;
- Understanding of crisis intervention;
- Commitment to our mission and vision;
- Familiarity with social service resources in Prince George's preferred;
- 'People person' with excellent interpersonal skills able to effectively communicate verbally and in writing and to foster and build relationships with people from a range of cultures and backgrounds while displaying a positive supportive attitude of concern for people and their community;
- A problem-solving attitude with a strong motivation to continue learning and improving.

COMPENSATION AND BENEFITS

- Salary range \$34,000 - \$37,000 based on experience and qualifications;
- 10 paid vacation days (initially), 10 paid holidays, and 10 paid sick days per calendar year;

- Medical insurance, (LARS pays up to 80% for employees, 50% for dependents), short/long term disability, and life insurances, and Employee Assistance Program (EAP);
- 401(k) plan with employer match up to 5%;
- Mileage and travel reimbursement, additional time off between Christmas and New Year's, and paid, professional development opportunities offered.

OUR HIRING PROCESS & TIMELINE

- Submit your cover letter and resume to the Director of Supportive Housing at lsoummers@laureladvocacy.org.
- We will review applications on a rolling basis until the position is filled.
- We will begin scheduling phone interviews in late May.
- We will conduct short phone interviews during early June and begin in-person one-hour interviews by mid-June.
- Finalists will be invited to a second-round one-hour interview, and we will make an offer shortly thereafter.
- We would like to have the selected candidate start by early July.

LARS is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity, or gender expression.