

Hudson River Housing, Inc

Position Description

Position: Care Manager – Emergency Relief Program

FLSA Category (Check one): Exempt Non- Exempt

Primary Site Assigned to: 310 Mill Street/ Housing Resource Center

Immediate Supervisor: Housing Navigator Manager/ Assistant Housing Navigator
Manager

General Description:

The Care Manager is responsible for providing services to individuals and families who have been accepted into our Emergency Relief program. These services may include providing ongoing ERF services such as providing an appropriate level of guidance and support, facilitating referrals and services as an advocate on behalf of the participant. The care manager will also work with applicants on developing and maintaining relationships with their landlord.

Principal Duties:

1. Providing general information about emergency relief funds, screening of applicants, meeting with applicants as needed and verifying eligibility and assist with referring applicants to resources in the community.
2. Following the ERF application process, the case manager would be assigned to the applicant and will follow up with applicant thru the length of the program.
3. Developing comprehensive goal-oriented service plans in conjunction with program participant and where appropriate their family members and service providers.
4. Providing an appropriate level of guidance and support to assist participants in meeting basic needs, addressing their service plan goals and overcoming challenges
5. Facilitating referrals and serves as an advocate on behalf of participant to assist them in securing services, entitlements and supports
6. Networking with community supports/resources and program staff members to ensure participants emotional, physical and mental well-being needs are addressed in a coordinated manner.
7. Monitoring participants' compliance with program rules and requirements.
8. Monitoring progress of housing stability.
9. Participating in case reviews, staff meetings, training sessions, supervisory meetings, committee meetings, agency events, and other activities as directed.

10. Monitoring confidential participant files, case notes, records and reports as required. This would include timely and accurate information entered into the HMIS database
11. Assisting participants in developing a discharge plan which will address their needs.
12. Participating in planning efforts to evaluate the program's effectiveness, identify needs and trends, and develops strategies to overcome challenges and enhance program quality.
13. Obtaining ongoing training as required and as necessary to effectively perform duties and provide professional growth.
14. Providing support and assistance to the Housing Navigators when necessary and as directed.
15. Performing other duties as required

Qualifications: Bilingual preferred

Education: BA/BS in Human Services or High School Diploma/GED

Experience: Two years related work experience with the targeted population. Must have competent reading and writing skills along with strong communication skills. Must have good working knowledge of computer use and enhanced typing/keyboarding skills are necessary. Strong computer literacy (Google, Excel ,Word) and strong communication skills.

Valid NYS Drivers License: Valid NYS Driver's License required. Must have reliable transportation to be used during the course of the work day which may include transporting clients/participants as necessary. Proof of valid car insurance policy necessary

Required Behaviors: Must have excellent organizational skills and have the ability to prioritize the demands of the job. Must demonstrate sensitivity toward the Program's target population, and ability to comfortably and effectively relate to individuals of diverse backgrounds, and be respectful of cultural differences. Must be responsible, non-judgmental able to work independently and as part of a team. Must have a strong commitment to personal and professional ethics and standards and be able to set and maintain appropriate boundaries with Program participants. Must be dependable and flexible.

Physical Demands: Must be able to climb multiple sets of stairs. Must be able to lift a minimum of 20 pounds to assist with clients/participants moving in and out of apartments.

Hudson River Housing is dedicated to maintaining a work environment that is free from harassment and discrimination on the basis of age, race, creed, color, national origin (including ancestry), religion, gender or sex, gender identity or expression, sexual orientation, pregnancy (including childbirth and related medical conditions), alienage or citizenship status (unless required by law), disability, reproductive health decision making (including, but not limited to, the decision to use or access a particular drug,

device, or medical service), marital status, partnership status, caregiver status, domestic violence victim status, familial status, military status, unemployment status, genetic information (including genetic characteristics), or any other protected status under federal, state, or local laws. Hudson River Housing is dedicated to the fulfillment of this policy with respect to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, compensation, termination, and all other terms, conditions, and privileges of employment.

Employee Signature: _____ Date: _____

Original Form – HR Representative

Copy of Form- New Hire Employee