

Housing Services Mid Michigan Housing Stability Case Manager Job Description

Hours: Full-Time; 40 hours per week; Monday-Friday 8:30am-5pm

Probationary Period: 90 days

Education: Some college coursework in a human services field OR four years of experience in housing programs will waive the education requirement.

Experience: Minimum of one year experience working with those in crisis or minimum of one year experience in housing assistance. Must have computer experience.

Benefits: health insurance, paid vacation & sick leave, 403B option (no match), short & long term disability insurance, Flex plan, paid mileage, cell phone stipend

Must maintain vehicle insurance

Wage: \$18-19.50 per hour

Term: This temporary position is funded with COVID related grant funding

Responsibilities:

- Offer services in accordance with the policies and procedures of HSMM
- Provide triage for all clients who call or walk in seeking eviction prevention assistance
- Perform intake appointments in person and over the phone
- Educate clients on the eviction process and assist them with applying for rental assistance
- Participate in eviction court proceedings & communicate with partnering agencies
- Landlord outreach activities/engagement/negotiation
- Mediation between landlords and clients
- Educate those seeking services on fair housing law, tenant/landlord rights and responsibilities and provide advocacy
- Assist clients with identifying monthly budgets that prioritize housing costs
- Connect clients to resources that may benefit them such as Legal Services
- Community education on eviction prevention programs
- Prepare an action plan using the client's goals
- Maintain HMIS database, paper files and case notes
- Update housing lists on a weekly basis
- Assist clients with searching for housing
- Help client's complete entitlement applications to receive supportive services
- Assist clients with Housing Choice Voucher and other subsidized housing application process
- Act as a back-up person for other Case Managers
- Work cooperatively with other staff members and agencies to assist clients
- Other duties as may be assigned by Executive Director