



JOB DESCRIPTION

Position: Case Manager

Classification: Full Time

FLSA: Non-Exempt

Reports To: Operations Director

Compensation: \$14-\$16 per hour

Supervisory Responsibilities: No

Summary

The Case Manager provides screening, assessment, advocacy and ongoing case management for homeless households within Citrus, Lake, Sumter and Hernando Counties. The Case Manager helps households establish and work on goals to help stabilize their lives and move toward securing more stable housing. Provide support services such as: information and referral, goal setting, problem solving and linkages to any needed wrap around services. The case manager will also provide housing case management services to households enrolled in Permanent Supportive Housing Program, and Mid Florida Homeless Coalition financial assistance programs centering on rent, utility assistance and other funding as available.

Responsibilities:

- Provide intake, screening, assessments, housing placement and ongoing monitoring for homeless individuals and/or homeless families.
- Provide participant intake, screening, assessments, placement and ongoing goal setting and monitoring for households in MFHC rental subsidy program and eviction prevention program.
- Provide Housing Case Management Services to households enrolled in Permanent Supportive Housing Program.
- Assist participants in establish more stable housing by helping them develop problem solving and goal setting skills.
- Assist participants in determining their needs in all areas, including, but not limited to employment, education and financial needs.
- Provide information and referral and assistance to drop-in and telephone participants.
- Maintain accurate and up to date participant records and case notes.
- Develop and maintain good relations with participants and other community resource providers.
- Serve as participant advocate for needed services.
- Proven ability to be flexible and to work in a fast-changing environment.
- Be proficient with basic computer skills, including Word and Excel, and a willingness and

ability to learn additional databases.

- Represent the Housing program and other MSC agency services at external meetings to further the positive image of MFHC in the community.
- Understand and adhere to MFHC policies around confidentiality and all standards of conduct as described in the MFHC Personnel Manual.
- Other Duties as from time-to-time assigned.

Qualifications:

- Bachelor's Degree or equivalent experience in a related field.
- Two years in social service experience.
- Computer skills with proficiency in Microsoft Office. HIMS training a plus.
- Project a professional demeanor.
- Able to work independently and as part the team.
- Exercises mature judgment.
- Strong written and verbal communication skills.
- Maintain a regular attendance
- Must maintain and execute confidential information.
- Highly motivated self-starter and ability to coordinate multiple projects simultaneously in a high-pressure environment
- Demonstrated ability to work with diverse communities.
- Good problem solving and conflict resolution skills

Required Qualifications

- Employment Eligibility Verification.
- Reliable transportation.
- Successful completion of background screening.

Physical demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically spends time sitting, standing, walking, driving, carrying (25lbs), lifting (25lbs), bending stooping, kneeling. Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Able to complete all forms in personal writing Makes and receives telephone calls. Use of copier, fax machine, smart phone, and other portable devices. Subjected to outside environmental conditions.

Employee's Signature

Date

Supervisor's Signature

Date