

**A SAFE PLACE
LAKE COUNTY CRISIS CENTER**

Position Description: Emergency Housing Coordinator/Case Manager

Reports to: Director of Crisis Response Services

Full time position

The Emergency Housing Coordinator/Case Manager will work to ensure that victims of domestic violence have access to safe housing. This position will help victims of violence to avoid homelessness through connecting them with off-site emergency shelter and/or subsidies towards rent to help domestic violence victims to access transitional housing. This position will help clients to progress from shelter to transitional housing, and then on to permanent housing.

RESPONSIBILITIES:

This position will support clients in becoming independent, obtaining and successfully maintaining permanent housing through supporting their efforts to find suitable affordable emergency and transitional housing

Coordinate intake assessments and eligibility evaluations to determine client's needs and appropriateness for services.

Assist clients through providing case management, advocacy, counseling and A Safe Place's full complement of comprehensive services

Assess the client's needs and help clients to apply to all State or Federal entitlement programs for which they qualify (not simply referrals but helping clients to apply.)

Help clients to access to substance abuse services, health and dental care, and cell phone coverage.

Develop partnerships with cooperating landlords and create subsidized rental housing.

Educate landlords about specific policies that **MUST BE FOLLOWED** to keep families safe.

Manage the related application process, any required updates (i.e. income, household size) and re-certifications in order to help clients maintain stable housing.

Provide participants with rental assistance, application and/or security deposits, moving costs and utility deposits.

Provide supportive services to help participants to increase their ability to remain in permanent housing, including legal services, life skills, counseling, transportation assistance, food, case management, child care, educational assistance, employment assistance and/or outpatient health services. This is critical as survivors of domestic violence face many barriers to maintaining housing.

Familiarizing clients with program guidelines and requirements.

Engage clients and encouraging them to fully participate in programming

Conduct home visits as needed

Perform outreach to community-based organizations, housing resources, and landlord associations to identify new and existing housing opportunities and build strong relationships to better assist clients in accessing and transitioning into offsite housing.

Implement prescribed client assessment tools and comply with reporting requirements including funder-prescribed evaluation. Ensure documentation in client records is appropriate, accurate, timely and in accordance with Agency's policies and funding requirements.

Work closely with A Safe Place (ASP) staff to refer additional support services within ASP and outside ASP. Support other staff/programs as needed.

Collaborate with the organizations that refer clients or provide services for ASP's clients.

Collaborate with other ASP staff to ensure multiple daily interactions upon arrival, beginning of the service plan in the 2nd week and meeting with client daily for 90 days.

Attend and participate in staff meetings.

Work as a team player in the organization.

Conduct, attend and participate in appropriate training and education as requested.

Perform additional responsibilities as assigned.

QUALIFICATIONS:

Minimum - Bachelor in Social Work, Counseling, Education or closely related field.

Excellent written and oral communication skills. Proven ability to complete record documentation, develop group materials, express information clearly and concisely and participate in training and education for tenants.

Bilingual is preferred but not required.

Excellent interpersonal skills that demonstrate genuine concern and respect toward clients and other staff.

Able to work independently and as part of the team and exercise mature judgment.

Highly motivated self-starter with ability to coordinate multiple projects/tasks

Must have knowledge of maintaining and executing confidential information.

Ability to provide active listening, encouragement and support to tenants.

Ability to motivate clients into action, to engage tenants in training and education and to support tenant progress toward achievement of their service plan and personal independence.

Ability to accept, understand and relate sensitively to people of varied socio-economic, racial, cultural, and experiential backgrounds.

A commitment to the philosophy and program of A SAFE PLACE, which includes a commitment to survivor's & children's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.

More information: A Safe Place offers the only housing and services specific to DV and Human Trafficking victims in Lake County and also serves a large percentage of victims from northern Cook and McHenry counties. These victims have unique needs as compared to other homeless populations making the ability to secure safe, stable transitional housing and the availability of DV and related comprehensive services often the difference between life and death. Without emergency housing, low-income Domestic Violence (DV) victims are likely to return to their abuser and they and their families pay the high emotional and physical cost.