

Lake County Crisis Center

A Safe Place

Bilingual Supportive Housing Case Manager

The Bilingual Supportive Housing Case Manager is responsible for securing and placing survivors in transitional housing through partnership development with specific cooperating landlords as well as creating subsidized rental housing. Case manager acts as point person to coordinate intake assessments, service plan creation as well as in-house deliveries of employment skills training, education, and economic assistance, in-person therapeutic counseling, children's services and legal system advocacy, as well as making referrals for other services. The Case Manager will report to the Director of Housing and will work closely with all departments.

A Safe Place is a recognized 501(c)3 listed under Lake County Crisis Center for the Prevention & Treatment of Domestic Violence Inc.

RESPONSIBILITIES:

- Educate landlords about specific policies that **MUST BE FOLLOWED** to keep families safe.
- (ADD) Assist in managing the related application process, any required updates (i.e. income, household size) and program renewals in order to help clients maintain stable housing.
- 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.
- Ensure documentation in client records is appropriate, accurate, timely and in accordance with Agency's policies and funding requirements.
- Coordinate intake assessments and eligibility evaluations to determine client's needs and appropriateness for services(IMCANS assessment tool).
- 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.
- Recruit and develop relationships with community and corporate partners, including providing training.
- Assist in receiving and storing donations as requested.
- 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.
- ***Bilingual Spanish Required***
- 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.
- 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, to understand, and to relate sensitively to people of varied socio-economic, racial, cultural, and experiential backgrounds.

A commitment to the philosophy and programs of A Safe Place, which include a commitment to survivor's and children's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.