



Building a rural community where our LGBTQ+ members can *thrive*.

Hope House of the Shenandoah Housing Focused Case Manager, grant-funded

POSITION SUMMARY

Hope House of the Shenandoah is a program of the Shenandoah LGBTQ Center and Valley Community Services Board's Homeless and Special Needs Housing (HSNH) project, providing Rapid Rehousing services for unaccompanied transition-aged youth between the ages of 18-24 in the Shenandoah Valley. The Hope House program assists individuals and families to quickly transition out of homelessness and into permanent housing while offering supportive case management services as needed to maintain housing stability. The Housing Focused Case Manager is responsible for providing client-centered case management services to program participants to include program enrollment, development of individualized housing support plans with goals, objectives, timeframes, and coordination of services with other community providers as needed. The Case Manager is responsible for implementing services with a trauma-informed, strengths-based and client centered approach consistent with Housing First focused service plans.

RESPONSIBILITIES

- Work closely with Shenandoah LGBTQ Center and Valley Community Services Board staff to accomplish program goals and priorities in accordance with agency philosophy and values, best practices, and all federal, state, and local regulations.
- Perform assessment of client's physical, mental health and social needs, life skills and educational needs, employment history and any other relevant areas to collaboratively define a Housing First focused support plan to achieve housing goals.
- Coordinate with mainstream community resources to ensure ongoing support services toward permanent housing stability to include mental health service workers, service providers, advocates, and the legal system.

- Connect clients to holistic support services with the goal of developing skills that lead to sustainable independent living upon graduation from the program including employment application assistance, community resource referrals, and budget and life skills support.
- Provide housing search assistance to clients, support clients in developing and maintaining a budget
- Provide transportation assistance to/from medical, legal, and housing appointments.
- Establish, maintain and foster working relationships with community agencies, stakeholders, employers and landlords
- Maintain organized, accurate and confidential client records in accordance with agency and best practice standards, enter client data and case management notes into HMIS as required
- Participate in case conferencing, staff meetings and trainings as directed by supervisor
- Maintain current knowledge of issues impacting homelessness at the local and national levels
- Other duties as reasonably assigned.

QUALIFICATIONS

Education: High School Diploma or equivalent, Two year college degree preferred

Experience:

- Knowledge of case management, ideally at least one year of experience working with low-income and homeless individuals
- Experience working with the LGBTQ+ population is highly preferred. Knowledge of LGBTQ+ identities and disparities, housing interventions and mental health support is necessary.
- Basic computer skills required, including data entry experience and Excel
- Active VA driver's license and must have a vehicle available for use
- Effective written and oral communication skills
- Must be detail oriented and able to plan, prioritize, multitask and meet deadlines

- Creative problem solving skills and ability to quickly adapt to changing environments

POSITION DETAILS

Full-time, grant-funded position

Compensation:

-Annual salary, \$39,500

Application Instructions: Interested applicants should submit a resume and cover letter to anguyen@shenlgbtqcenter.org. Applications will be reviewed as soon as they are received.

We strongly encourage applications from candidates with a wide range of experiences and backgrounds, especially those from historically marginalized groups.

The Shenandoah LGBTQ Center is an Equal Opportunity Employer and is committed to pursuing equity and creating an inclusive environment for our employees and community. All applicants will be considered for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, gender expression, national origin, disability status, genetic information, marital status, amnesty, status as a covered veteran, or any other characteristic protected by federal, state and local laws.