

POSITION TITLE: Problem Solving Prevention Case Manager

PRIMARY SUPERVISOR: Director of TAY Services

DEPARTMENT: Housing

SUPERVISES: N/A

STATUS: Non - Exempt

SALARY RANGE: Beginning salary will be commensurate with education and experience and based on appropriate industry standards.

POSITION DESCRIPTION: Problem Solving (also known as “Diversion” or “Rapid Resolution”) is a crisis response philosophy and approach focused on supporting individuals and families experiencing a housing crisis to quickly identify and access alternative housing resources outside of the homeless crisis response system. By practicing active listening skills through creative conversations, Problem-Solving supports the individual or family in crisis to identify viable temporary or permanent housing resources within their own networks or resources, such as family or friends. In select cases and as a last resort, limited and one-time financial assistance can enhance an individual or family’s success in rapidly connecting to alternative temporary or permanent housing.

REQUIREMENTS & QUALIFICATIONS:

- Associates or Bachelor’s degree from an accredited college or university
- Minimum 2 years of experience working as a case manager with homeless population and possess knowledge of housing and other area resources
- Problem Solving or Prevention experienced preferred
- Must be proficient in record keeping including tracking, maintaining, and reporting statistics according to program guidelines and requirements
- Must have the ability to meet the physical requirements of this position
- Experienced and strong understanding of CES/LAHSAs
- Strong understanding of Los Angeles County housing and homeless services
- Bilingual (Spanish) preferred
- Database experience (HMIS) strongly preferred
- Familiarity with TAY and HUD programs
- Valid California driver’s license and insured automobile
- Knowledge and experience with motivational interviewing, evidence-based practices, harm reduction, and trauma informed care

ESSENTIAL DUTIES AND RESPONSIBILITIES:

All of the responsibilities listed below are considered essential functions of this position. Additionally, this position is expected to ensure adherence to the core operating values and the strategic direction of the agency.

- Utilize culturally relevant active listening and motivational interviewing with participants to support them to access temporary or permanent housing outside of the Coordinated Entry System (CES)
- Provide person-centered, short-term housing intervention that seeks to assist households in maintaining their current housing or identifying an immediate and safe housing alternative within their own social network

- Collaborate with other outside supportive services, community/government and social welfare providers as needed
- Provide a strength-based approach that utilizes conversation and empowerment methods to help resolve the household's housing crisis, or quickly connect them to existing emergency or crisis housing services, by working alongside them in an empowering manner
- Provide services with accessing mainstream or CES resources to end their housing crisis
- Exercise skills like practice active listening, motivational interviewing, reality testing, empowerment, negotiations and mediations
- Identify safety or health issues that may need to be considered during identification of housing
- Provide mediation between households and property owners/family/friends to assist in resolving housing crisis
- Partner with legal service providers to resolve housing crises
- Deliver both field- and place-based supportive services, as appropriate, to participants
- Acquire resources and make successful referrals, including follow-up to ensure the participant successfully accesses and initially retains housing
- Able to minimize barriers to accessing CES (e.g. transportation, crisis, conflicts with landlords)
- Ensure services are documented (e.g. face to face, phone and collateral contacts) in the LA CoC homeless management information system (HMIS) in a timely and thorough manner
- Assist in budgeting with participants, and determine what level of minimal assistance is necessary to be successfully housed or have housing crisis resolved
- Facilitate access to CES for participants, as appropriate, including the completion of the Initial Triage and Initial Assessment phases of system access, assessment and housing location
- Provide participants gaining entry into CES, provide a warm handoff to sustained case management services where possible
- Provide financial assistance accordingly with SRS eligibility
- Deliver services based on participant strengths
- Attend trainings and participate in regular technical assistance such as learning collaborative
- Comply with contract SRS and agency KPI's

COMPETENCY:

To perform the job successfully, an individual must demonstrate the following competencies

Computer literate with Word, Excel, Outlook	Ability to Establish Excellent Relationships	Collaborative Problem solving	Trustworthy
Ability to adhere to confidentiality rules	Interpersonal Skills	Excellent oral & written professional communicatio	Ability to work in a Teamwork and
Strong organizational skills	Motivational skills	Professional Demeanor	Commitment to Diversity
Leadership	Work Collaboratively with a variety of stakeholders	Strong Ethics & Judgement	Produces quality work
Must be adaptable	Excellent Attendance & Punctuality	Dependable	Takes initiative



The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas.

The Village Family Services (The Village/TVFS) is an internationally accredited, leading bilingual family wellness organization that provides culturally sensitive, trauma-informed mental health, homeless and foster care services to thousands of Los Angeles County's most vulnerable and underserved children, youth, and their families. We specialize in helping LGBTQ and transition age youth who are in crisis and are recognized for our community response for ending youth homelessness.

To apply, please email resume along with cover letter to hr@thevillagefs.org with subject line Problem Solving Prevention Case Manager.