



POSITION TITLE: Lead Case Manager
PRIMARY SUPERVISOR: Director of Housing 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: The Lead Case Manager will organize, monitor, assist and ensure that all delivered services by the Case Management team meet the needs of Rapid Rehousing (RRH), Housing Navigation (HN), Prevention (aka Problem Solving) and HMIS data. This includes assisting Case Managers in monitoring, reviewing and assisting Case Managers to implement and execute service provisions based on the core components of the housing programs Scope of Required Services (SRS). Lead Case Manager will monitor and provide assistance to Case Managers and upper management under a combination of administrative/office duties and field work related to housing programs. Lead Case Manager will monitor, review and maintain housing programs HMIS data entry, reports and required updates in accordance with program SRS and contract targets/outcomes. The position requires a combination of administrative/office duties, training ability, monitoring audit review readiness and field/outreach work.

REQUIREMENTS & QUALIFICATIONS:

- Bachelor's degree from an accredited college or university and 1-year experience working as a case manager with homeless population; or
- High School Diploma and 4 plus years of experience working as a case manager with homeless population and possess knowledge of housing and other area resources
- Must be proficient in record keeping, tracking, maintaining, and reporting statistics according to program guidelines and requirements
- Must have the ability to meet the physical requirements of this position
- CES/LAHSa experienced preferred
- Bilingual (Spanish) preferred
- Database and EHRS experience (HMIS) strongly preferred
- Familiarity with TAY and HUD programs
- Valid California driver's license and insured automobile

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.

1. Monitor and screen for daily eligible referrals, assign, and monitor case managers caseload

2. Monitor, review, and assist Case Managers with master file review and assessment of data collected to assure all necessary documentation is collected for program services eligibility
3. Monitor, review, and maintain HMIS housing programs data entry and required updates in accordance with programs' SRS and contract outcomes
4. Monitor, review, and assist confirming program eligibility and documentation standards in accordance with programs SRS and contract compliance
5. Monitor and assist with identifying and locating housing options suitable for TAY/Young Adult households in compliance with contract and programs SRS
6. Monitor and assist Case Managers with client, landlord and community provider support utilizing a crisis intervention/mediation and problem-solving approach
7. Monitor and assist with landlords building rapport/engagement and familiarize them with the RRH & TAY housing programs and community resources to assist both tenants and landlords in the event of potential problems leading to eviction
8. Monitor, review, and assist with RRH, HN and Prevention (aka "Problem Solving") with preliminary financial request and submissions in compliance with agency and contract policies and procedures
9. Monitor and conduct preliminary home visits to verify and conduct LAHSA Habitability standards for permanent housing and Fair Market Rent verifications
10. Monitor, review, and maintain a housing database linking tenants to apartments, employment, and mainstream benefits in compliance with contract and programs' SRS
11. Monitor and assist engagement and connection to community services, linkages to education and career development opportunities, and life skills and on-going assessment in accordance with program SRS
12. Monitor and assist in housing community events in relation to RRH, HN, Prevention and Diversion, CES, LAHSA, agency and homeless services
13. Monitor and review appropriate housing application process along with landlords and TAY in accordance with contract and programs' SRS
14. Monitor and assist in appropriate level of case management to assist participants to achieve strengths-based/solution-focused goals and case management plans to reduce barriers and promote permanent housing and self-sufficiency
15. Attend staff and LAHSA meetings and trainings in compliance with agency and contract requirements
16. Attend regularly scheduled agency wide meetings, community meetings and other meetings as assigned. Conduct all functions in accordance with Agency guidelines, policies and procedures
17. Comply with applicable certification requirements and ethics
18. Arrange work schedule or required hours to the benefit of the Department/Program with the approval of immediate supervisor

19. Provide all necessary program requirements in compliance with contract and program SRS

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 Lead Case Manager.