



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, Housing Navigation, 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 Managers 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, basic training, monitor readiness and field/outreach work.

REQUIREMENTS & QUALIFICATIONS:

- 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.
- 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/LAHSAs preferred
- Bilingual (Spanish) preferred
- Database experience (HMIS) strongly preferred
- Familiarity with TAY and HUD programs
- Valid California driver's license and insured automobile
- Show proof you are fully vaccinated against Covid-19

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.

- Monitor and screen for daily eligible referrals, assign and monitor case managers caseload
- 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 purposes
- Monitor, review and maintain HMIS housing programs data entry and required updates

in accordance with programs SRS and contract outcomes

- Monitor, review and assist in program eligibility and appropriate records in accordance with programs SRS
- Monitor and assist with identifying and locating housing options suitable for TAY/Young Adult households in accordance with programs Scope of Required Services (SRS)
- 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
- Monitor, review and assist with RRH, HN and Prevention (aka “Problem Solving”) with preliminary financial request and submissions according with agency and funders policies and procedures
- Monitor and conduct preliminary home visits to verify and conduct LAHSA Habitability standards for permanent housing and FMR verifications
- Monitor, review and maintain a housing database linking tenants to apartments, employment and mainstream benefits in accordance with programs SRS
- 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
- Monitor and assist in housing community events in relation to RRH, HN, Prevention and Diversion, CES, LAHSA, agency and homeless services
- Monitor, review and assist in implementation of program and community resources
- Monitor, review and assist in necessary housing outreach
- Monitor, review and assist in tracking, data entry, HMIS/EXYM onboarding and training
- Attend staff and LAHSA meetings and trainings in accordance with agency and programs SRS
- Attend regularly scheduled agency wide meetings, community meetings and other meetings as assigned. Conduct all functions in accordance with Agency guidelines, policies and procedures
- Comply with applicable certification requirements and ethics
- Arrange work schedule or required hours to the benefit of the Department/Program with the approval of immediate supervisor
- Provide all and necessary program requirements in accordance with programs SRS

Confidentiality and Privacy

Adheres to all legal parameters for ensuring and maintaining clients’ confidentiality including HIPAA, State and Federal laws.



Knowledge, Skills and Abilities

Computer literate with	Ability to Establish Excellent	Collaborative Problem	Trustworthy
Ability to adhere to confidentiality rules	Interpersonal Skills	Excellent oral & written professional	Ability to work in a Teamwork and independently
Strong organizational skills	Motivational skills	Professional Demeanor	Commitment to Diversity
Leadership	Work Collaboratively with	Strong Ethics & Judgement	Produces quality work
Must be adaptable	Excellent Attendance &	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 **Lead Case Manager.**