

# SAMARITAN HOUSE

## Job Description

Position: Housing Stabilization Case Manager- Emergency Housing	Approved on September 13, 2003
Reports to: Housing Program Supervisor	Revision Date: May 10, 2018; August 25, 2020
<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	<input type="checkbox"/> <b>Administrative</b> <input checked="" type="checkbox"/> Direct Client Services

**Position Summary:** The Housing Stabilization Case Manager for Emergency Housing assists families and individuals who are residing in Samaritan House Emergency Housing due to homelessness, domestic violence, and sexual assault. The Case Manager is responsible for assisting emergency housing residents with accessing their strengths, assessing their needs, and assisting them in developing a service plan to achieve their self-determined goals and obtaining permanent housing. The Case Manager provides direct and referral services to promote personal safety, stability, and self-sufficiency.

### Job Responsibilities

1. Meet with each adult in emergency housing and hotel within 24 hours after intake (or next business day) to conduct an initial needs assessment and lethality assessment, develop personal safety plans and provide an in-depth orientation to shelter rights and responsibilities.
2. Assess individuals' and families' needs and strengths and collaboratively develop individual goals for emergency housing based on SPDAT results.
3. Update safety plans and service plans weekly to include analysis of environmental barriers and batterer-generated risks (if resident is affected by domestic or sexual violence) and work with residents to eliminate barriers that impede physical, emotional, financial, and psychological well-being.
4. Develop knowledge of community resources, utilize advocacy skills, and teach self-advocacy so families can expand their use of resources in the community.
5. Teach practical skills such as budgeting, self-advocacy, problem solving, and stress management to improve outcomes for shelter residents.
6. Complete Housing Now Applications for individuals and families in Emergency Housing.
7. Collaborate with the Samaritan House Housing Locator and local Property Managers to secure permanent housing.
8. Utilize Samaritan House multi-disciplinary team model of practice to support families' needs and effectively collaborate with other agencies and task forces in the community.
9. Complete all required internal and external reporting accurately and on time.
10. Complete shelter checks and maintenance request for repairs.
11. Participate in community collaboration groups and represent the organization to others as requested.

12. Provide support and coverage for other direct service needs including but not limited to intake shifts, as needed.
13. Other duties as assigned.

### **Required Background**

- Bachelor's degree in human services or related field Graduate degree preferred.
- At least three years' experience working with families in crisis.
- Valid Virginia Driver's License
- CPR certified with adults and children within six months of hire.

### **Required Skills**

- Knowledge of and adherence to agency mission, policies, and procedures, including Code of Conduct and mandatory reporting requirements.
- Knowledge of dynamics of domestic violence, sexual assault and human trafficking and homelessness.
- Knowledge of team model of practice.
- Knowledge of human development theory across the lifespan.
- Knowledge and application of group dynamics theory and practice.
- Knowledge of a wide range of models of practice in counseling and advocacy (feminist, humanist, empowerment models).
- Skills in establishing non-victimizing rapport with families.
- Excellent written and oral communication skills with families, staff, and interagency professionals.
- Skills in gathering, interpreting, and compiling information about families and resources in the community.
- Skills in teaching adults and supervising volunteers.
- Ability to work effectively in crisis situations, utilizing the teamwork model of practice.
- Ability to plan and manage own work activities and seek and use supervision effectively to increase skills and knowledge.
- Ability to represent agencies in public speaking and in community coalitions.
- Ability to maintain and keep records current and complete statistical reports in a timely manner.

### **Required Physical Skills**

- Ability to operate a motor vehicle, a car, truck, and van.
- Ability to use a computer and telephone.
- Ability to walk, climb and reach.
- Ability to lift 25 pounds.
- Ability to prepare light food items.
- Ability to conduct and attend meetings.

Salary: Based on experience and qualifications. This is a full-time position with benefits. Please submit resume, cover letter and job application to:

Theresa Lindsey  
Director of Operations/Employee Engagement  
Samaritan House  
2620 Southern Blvd.  
Virginia Beach, VA 23452  
Phone: 756 631-0710 ext. 253  
Fax: 757 631-0747  
[theresal@samaritanhouseva.org](mailto:theresal@samaritanhouseva.org)

Please download and complete Job Application Form at [www.samaritanhouseva.org](http://www.samaritanhouseva.org)

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