

# SAMARITAN HOUSE

## Job Description

Position: Housing Stabilization Case Manager	Approved on : July 20, 2012
Reports to: Housing Program Supervisor	Revision Date: June 29, 2018; November 03, 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 will provide housing focused case management services to homeless individuals and families and families experiencing violence. The Case Manager will provide a continuation of services with those households that are permanently housed in the community. The Case Manager is responsible for providing regular follow-up meetings in participant's homes as needed based on their acuity level and need and for linking them to community-based services that promote personal safety and self-sufficiency.

### Job Responsibilities

1. Meet with each individual or family before they move to permanent housing to conduct an initial needs assessment and lethality assessment, develop personal safety plans and provide an in-depth orientation to resident rights and responsibilities.
2. Assess individual and families' needs and strengths and collaboratively develop individual goals.
3. Collaborate with the Samaritan House Housing Locator and local Property Managers to secure permanent housing.
4. Once permanently housed, collaboratively develop housing stabilization plans and strategies that create self-sufficiency and promote safety.
5. Update safety plans and housing stabilization plans weekly, bi-weekly or as needed based on acuity; work with each individual or family to eliminate barriers that impede housing stability using SPDAT assessments.
6. Develop knowledge of community resources, utilize advocacy skills and teach self-advocacy so individuals or families can expand their use of resources in the community.
7. Teach practical skills such as budgeting, credit repair, and financial management to improve housing stabilization outcomes.
8. Encourage individuals or families to attend voluntary education and support groups, family networking and other community-based groups.
9. Provide supportive, short-term counseling to promote healing from the effects of domestic violence, sexual assault, human trafficking, and homelessness.
10. Utilize Samaritan House teamwork to support families' needs through consultations and referrals for child & youth therapeutic services and victim advocacy supportive services.

11. Work directly with volunteers and student interns; assist with supervision, retention and appreciation efforts.
12. Complete all required internal and external reporting accurately and on time.
13. Participate in community collaboration groups and represent the organization to others as requested.
14. Provide support and coverage for other direct service needs including but not limited to intake shifts, as needed.
15. Other duties as assigned.

### **Required Background**

- Bachelor's Degree in Human Services or related field preferred and 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, 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 agency 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 lift 25 pounds
- Ability to operate a motor vehicle (car, truck, and/or van)
- Ability to walk, climb, and reach
- Ability to conduct and attend meetings

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

Theresa Lindsey  
Director of Operations/HR  
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)

Samaritan House is committed to a policy of equal opportunity for all persons and does not discriminate based on race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, or veteran status in employment, services, and volunteer opportunities.