



Interfaith Homes and Housing Initiative Program Position Description

Case Aide

The Housing Services Coordinator will be working with two Permanent Supportive Housing programs in which both individuals and families are located at scattered site housing throughout Montgomery County with the Interfaith Homes (IFH) Program and Housing Initiative Program (HIP). Under the supervision of the Program Director, the Case Aide assists the Case Managers in providing case management to the program residents who have a significant history of homelessness and are very vulnerable. The Case Aide is responsible for establishing and facilitating a trusting relationship with the program residents to expedite use of services along the Continuum of Care. In conjunction with the Case Managers, the Case Aide coordinates and assists with multiple services to meet the specific needs of those receiving support from IFH or HIP. This is a 20 hour/week part-time position.

Responsibilities:

1. Develop professional relationship with clients by engaging and building rapport with them.
2. Work with the Case Managers to connect the residents to needed resources, transporting them to appointments as needed.
3. Accompany Case Managers to home visits. Report all concerns about residents to the Case Managers and Program Director.
4. Enter client contacts into the Homeless Management Information System (HMIS) weekly.
5. Assist Case Managers to prepare client files for audits.
6. Transport food from Manna Food Center or Nourish Now to clients as needed; or transport clients to the grocery store and assist with shopping.
7. Help clients with errands as needed.
8. When needed, assist Housing Service Coordinator with the moving process for clients.
9. Ensure satisfaction surveys are given to clients biannually and results are compiled.
10. Other duties as assigned.

Qualifications:

1. Associates Degree or Bachelor's Degree (Bachelors required for promotion to Case Manager).
2. Experience working with those experiencing homelessness and those with behavioral health concerns such as psychiatric disabilities and substance use disorders is preferred.
3. Proficiency with Microsoft Windows and Office365, in addition to Outlook, Word, Excel, and PowerPoint.
4. Ability to work with a team in a fast-paced environment.
5. Excellent written and oral communication skills.
6. Must have clean driving record.
7. Knowledge of crisis intervention.
8. Understanding of trauma informed care.
9. Ability to identify and react appropriately to signs of aggressive behavior and other behavioral health concerns such as substance use.

Supervision:

The Case Aide reports to the Interfaith Homes – HIP Program Director.