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**Position Title:** Supportive Housing Case Manager

**Department:** Housing

**Programs Reports to:** Director of Housing

**Pay Range:** $45,000

**FLSA Category:** Exempt

**Overview of Organization & Position**

Triangle Family Services (TFS) is a dynamic nonprofit human services agency with an 87-year history of serving families in crisis in Wake County and surrounding communities. Our lifechanging programmatic work includes trauma-focused mental health services, domestic violence interventions, supervised visitation, housing stabilization services, homeless engagement, and financial counseling. ([www.tfsnc.org](https://www.tfsnc.org)).

**Job Summary**: The Supportive Housing Case Manager is responsible for providing comprehensive case management services to individuals and families residing in permanent supportive housing, as well individuals experiencing homelessness. This role involves supporting clients in maintaining and finding stable housing, improving their quality of life, and achieving self-sufficiency through personalized service plans. The Case Manager will work collaboratively with clients, service providers, and community resources to ensure holistic support.

**Job duties include but are not limited to the following:**

1. Client Assessment and Engagement:

· Conduct thorough assessments of clients’ needs, strengths, and goals.

· Develop individualized service plans in collaboration with clients, focusing on housing stability, health, employment, and personal development.

· Build trusting relationships with clients to encourage active participation in their service plans.

2. Service Coordination and Advocacy:

· Coordinate and facilitate access to necessary services such as healthcare, mental health counseling, substance abuse treatment, employment assistance, and educational opportunities.

· Advocate on behalf of clients to secure benefits, entitlements, and other community resources.

· Maintain regular contact with clients to monitor progress and adjust service plans as needed.

3. Housing Stability Support:

· Assist clients in understanding and fulfilling lease agreements and tenant responsibilities.

· Mediate conflicts between clients and landlords or neighbors to prevent eviction.

· Provide crisis intervention and support to address immediate housing-related issues.

4. Documentation and Reporting:

· Maintain accurate and up-to-date client records, including case notes, service plans, and progress reports.

· Prepare and submit required documentation and reports to supervisors and funding agencies in a timely manner.

5. Collaboration and Networking:

· Establish and maintain strong working relationships with local service providers, government agencies, and community organizations.

· Participate in team meetings, training sessions, and professional development opportunities to enhance skills and knowledge.

**Qualifications:**

· Bachelor’s degree in Social Work, Psychology, Human Services, or a related field; Master’s degree preferred.

· Minimum of 2 years of experience in case management, social services, or a related area, preferably within housing programs.

· Strong understanding of issues related to homelessness, mental health, substance abuse, and trauma-informed care.

· Excellent communication, interpersonal, and organizational skills.

· Ability to work independently and as part of a multidisciplinary team.

· Proficiency in using case management software and Microsoft Office Suite.

**Working Conditions:**

· This position may require occasional evening or weekend hours.

· Travel within the community to meet with clients and attend meetings is expected.

**Working Hours/Conditions**

Flexible, full-time 40 hours per week Monday through Friday. Must be able to sit or stand for varied periods of time throughout the workday. These positions require in-office presence for 4-5 days a week with some flexibility. Work schedules may involve occasional evenings and/or weekend hours. Some travel for off-site meetings, events or tasks may be required.

TFS provides equal employment opportunities to all applicants and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Type: Full-time

Benefits:

* Dental insurance
* Employee assistance program
* Flexible spending account
* Health insurance
* Life insurance
* Paid time off
* Retirement plan
* Vision insurance

Schedule:

* 8 hour shift
* Weekends as needed

**Values:**

* ***Integrity:*** We act in a manner consistent with our words and beliefs
* ***Honesty:***We deal with each other in a straightforward manner
* ***Respect:***We treat others with care and consideration
* ***Courage:*** We pursue our beliefs with strength and perseverance
* ***Diversity:***We seek; value; and respect differences among our teammates
* ***Balance:*** We strive for stability and vitality in our lives

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