



Triangle Family Services

Triangle Family Services Job Description

Position Title: RAHP Case Manager
Department: Programs
Reports To: Director
Category: Professional Non-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).

Job Summary: The RAHP Case Manager provides a range of services and supports necessary to assist clients in achieving sustainable housing and independent living, to include outreach and engagement, crisis intervention and routine home visits to clients who are at imminent risk of becoming homeless, who are receiving housing assistance from Wake County Human Services (WCHS), and who are dealing with chronic physical, mental health or substance abuse issues.

General Statement of Duties

- Maintain caseload of 20-30 clients, depending on extent/intensity of client needs.
- Establish and monitor client-centered action plans that incorporate housing and related goals, concrete steps, and evaluation.
- Maintain and document regular contact with clients, including office visits, telephone calls, emails, and home visits.
- Utilize evidence-based practices for assertive client engagement and effective housing interventions.
- Guide and educate clients on how to search for, secure and maintain permanent affordable housing, including tenant/landlord rights and responsibilities.

- Liaise with landlords and property management companies as necessary; conduct inspections and advocate/negotiate for clients.
- Network and build relationships with local landlords to identify and expand appropriate rental options in the community.
- Provide clients with timely and appropriate resources, referrals and supportive counseling around benefits programs, money management, employment opportunities, etc.
- Assist clients with daily living skills training and coordinate medical and mental healthcare services as necessary.
- Ensure compliance with program/contract requirements for client eligibility, service parameters and related record-keeping.
- Participate in agency/team performance and quality improvement program as assigned, to include peer record review and data collection.
- Participate in program-related community outreach efforts as assigned.
- Participate in local learning community by training/supervising volunteers and interns as assigned.
- Maintain current knowledge of best practices and innovative approaches in field through participation in training and conference opportunities as assigned/available.
- Other duties as assigned.

Desired Experience, Education, Skills, and Knowledge

- Bachelor's degree required; master's in social work preferred.
- 2+ years' experience in direct service delivery, preferably in intensive case management; and/or working with persons/individuals/families experiencing homelessness, especially people with a documented mental health disability.
- Knowledge of local housing inventory and an understanding of community agencies and resources that serve at-risk populations.
- Experience in a fast-paced, team-centered environment; demonstrated ability to multi-task and appropriately prioritize workload.
- Strong communication skills; demonstrated ability to effectively interface with a diverse client population.
- Excellent customer service skills; demonstrated ability to build rapport and protect confidentiality.
- Comfort with use of technology applications utilized to document work and track outcomes data.
- Self-reliant and able to apply critical thinking skills in emotionally charged situations.

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
- Working Hours/Conditions

Working Hours/Conditions

Full-time 40 hours per week Monday through Friday. Must be able to sit or stand for varied periods of time throughout the workday. Some travel for off-site meetings, events or tasks may be required. Work schedule may involve occasional evening and weekend hours.

This position will function in a fast-paced environment that requires both independence and collaboration; TFS identifies teamwork as one of our core workplace values. Most TFS employees wear multiple hats and regularly encounter opportunities to expand their skills, knowledge, and reach. We take our commitment to our clients and our donors very seriously: we work hard. We also, however, find joy, hope and fun in our daily work activities and collegial interactions.

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 characteristics protected by federal, state, or local laws.

Please submit a cover letter, resume, and required salary range to resume@tfsnc.org with the position title (**Rental Assistance Housing Program (RAHP) Case Manager**) in the subject line.