



Job Title: Housing Case Manager / Intake Specialist

Position Type: Full-time non-exempt (hourly), including some evening and weekend hours

Salary Range: \$18.00 – \$20.00 hourly, commensurate with experience

Benefits Package: Medical, dental, vision, life insurance, PTO, Short term disability, 401K, paid holidays

Reports to: Community Housing Program Manager

ORGANIZATION: Life House is an innovative nonprofit organization serving at-risk and homeless youth ages 14-24 located in downtown Duluth, MN. Focusing on Positive Youth Development through housing stability, educational support, economic security, improved health, and connection to community, Life House programs assist youth who are homeless or at risk of homelessness to overcome poverty, trauma, mental illness, low educational achievement and joblessness to transition to independent living.

SUMMARY: Builds therapeutic relationships with homeless youth ages 16-24 enrolled in the Life House Housing Program in order to assist them in achieving housing stability. Provides case management services to address multiple complex needs and reduce barriers, including referrals to other Life House programs and/or community resources.

Focus area duties and responsibilities – Case Manager – Housing:

- Perform Housing Program Intakes/VI-SPDAT Triage Screenings for homeless or unstably housed youth ages 16-24 in the Duluth area in accordance with the St. Louis County COC Coordinated Entry System.
- Assist youth in applying for, and completing applications, all available subsidized / affordable housing options in Duluth and St. Louis County.
- Provide case management and support to a case load of 5-7 homeless youth enrolled in the SOR Housing Program; provide referrals to partner providers as needed utilizing personal vehicle, in good working order, to transport clients to appointments as needed.
- Meet with youth at least once / week (more often when needed), including home visits, to monitor progress and /or barriers toward achieving Independent Living Plan goals and to ensure proper housekeeping and condition of apartment.
- In conjunction with youth, develop an individualized housing support plan based on the housing assessment that identifies barriers, measureable short and long-term goals and action steps toward stabilization, independent living, and self-sufficiency; assist youth in identifying and accessing services necessary to reach housing goals.
- Identify resources to cover one-time expenses that facilitates access of housing and establishment of a household such as security deposits, rental assistance, furnishings, etc.
- Provide early identification and intervention for behaviors that may threaten housing and develop a housing support crisis plan that includes prevention and early intervention services when housing is jeopardized.
- Assist with the housing recertification process and coordinates with the tenant to review, update and modify their individualized housing support and crisis plans on a regular basis to reflect current goals, needs, and housing retention barriers.
- Assists youth to obtain benefits they are or may be eligible for, such as Medical Assistance, Emergency and General Assistance, MFIP, Social Security Disability, food support, child care/respite, etc
- Ensure that Housing Program recordkeeping and reporting systems (i.e. Apricot, HMIS, Co-Pilot, GPRA etc.) are accurately maintained; complete progress notes and program-related reporting as required.
- Provide crisis intervention as needed and/or when requested by property management or local landlords for Life House Housing Program youth; address disputes or differences between residents and property management; assist in household disputes and conflict resolution between residents.

Focus area duties and responsibilities – Life House:

- Provide services applying strengths-based, Positive Youth Development and client-centered approaches to young people who are homeless or at risk of homelessness.
- Develop healthy and helpful relationships with homeless and street youth while maintaining professional boundaries; demonstrate kindly assertiveness in setting limits with youth.
- Participate in weekly Life House case consultation meeting to discuss Housing Program participants and provide progress updates; attend Life House weekly staff and program meetings and other trainings as indicated.

- Provide coverage in the Youth Center to interact with youth in the milieu; assist in supervision of youth to ensure rules are upheld for the safety and well-being of all clients and staff; assist with other Life House program coverage as necessary.
- Maintain clear communication with Life House program staff to facilitate consistent, appropriate responses to youth behavior.
- Respond to crisis situations following outlined procedures including proper notification, documentation, and programmatic follow up.
- Perform other duties as may be assigned by Executive Director, Program Directors or Housing Program Manager.

QUALIFICATIONS:

Education: Bachelor’s degree in a human services field (Master’s degree a plus) or equivalent combination of education and experience.

Qualifications:

- Demonstrated knowledge and experience of working to address systematic oppression and implementing effective equity practices.
- Demonstrated knowledge of and ability to work effectively with youth from multiple cultural backgrounds, LGBTQ identities, and various lived experiences.
- Demonstrated experience in one or more of the following areas: human trafficking, trauma-informed care, intimate partner violence and/or sexual assault, mental health, chemical dependency.
- Flexible, confident, and able to maintain composure under stress
- Proficient in Microsoft Office applications.
- Ability to pass a Department of Human Services background check.

Certificates, Licenses, Registrations:

- Valid Minnesota Driver’s License and proof of auto insurance
- Adult CPR & Basic First Aid

Position is full-time non-exempt (hourly). Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Life House.

Life House provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, gender identity and/or expression, age, physical or mental disability, veteran status or other protected classification. Life House encourages individuals with diverse backgrounds and members of the LGBTQ+ community to apply.

To apply send application, cover letter, and resume to the address below. Open until filled.

Life House
 Attn: Human Resources
 102 W 1st Street
 Duluth, MN 55802

or

Email
 Subject: Housing Case Manager
 hr@life-house.org