



Position: Wait List Outreach Case Manager

Status: Full-Time Exempt (Salaried)

Pay: \$47,840 - \$52,000 per year depending upon experience

Schedule: Monday – Friday, 9 AM – 5 PM or as otherwise arranged with Supervisor

Location: 600 Lafayette Rd., Portsmouth, NH 03801

Reports To: Director of Shelter to Housing Success

Overview

The Wait List Outreach Case Manager will provide triage screening and diversion services to individuals and families contacting Cross Roads House for shelter, add them to the shelter wait list, as appropriate, and provide basic case management and effective referral services to those on our wait list staying in the Greater Seacoast area. The WLOCM will work with community partners to ensure that everyone on the wait list is connected to supportive services that would lead to housing and with the Shelter Director to help determine prioritization for shelter entry. In addition, the WLOCM will provide case management services to up to 10 CRH residents as part of the shelter case management team.

Responsibilities

- When onsite, take all incoming phone and email inquiries for shelter, and follow up on all requests for shelter within the next business day
- Using specific screening and problem-solving questions, determine whether individuals/families calling for shelter should be placed on the wait list or facilitate diversion to an alternate service or housing option
- Engage with and screen individuals and families on the shelter wait list, by phone or in-person on-site
- Identify client immediate housing-related, benefit, and service needs, including assisted referrals to appropriate community services

- Assist clients with obtaining identification documentation, benefits and housing applications
- Advocate on behalf of clients with other service providers
- Track client progress toward housing/community support goals and report to their shelter case manager prior to entry
- Meet regularly with the Shelter Director, to help prioritize individuals and families for shelter entry and to remove from the wait list people who have found housing or a workable alternative to shelter
- Assess crisis situations and respond appropriately
- Maintain precise and accurate documentation of case management services, including paper and electronic records
- Complete and maintain training in the Homeless Management Information System in order to access and enter pertinent information on behalf of clients
- Maintain and report aggregate outcomes to the Program Director quarterly
- Adhere to professional and ethical guidelines, including maintaining appropriate boundaries with clients, ensuring appropriate confidentiality
- Collaborate with supervisor and other staff members so that client needs are effectively addressed
- Participate in social work team meetings and trainings as requested by supervisor
- Other duties as directed

Qualifications and Physical Demands

- At least one year of case management or service coordination experience working with individuals experiencing poverty or homelessness, with preference for knowledge of local community supports and resources
- Eligibility for employment in the United States
- Ability to sit, stand, or walk for extended periods, indoors and outdoors
- A criminal background check will be conducted

To Apply: Submit Cover Letter and Resume to Christine Stover, Chief Operating Officer, at c.stover@crossroadshouse.org.