



**Position:** Housing Stability 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, and in the field

**Reports To:** Director of Shelter to Housing Success

## **Overview**

Cross Roads House, an emergency and transitional homeless shelter in Portsmouth, NH, is looking for a full-time Housing Stability Case Manager (HSCM). The HSCM will be part of our housing success team, using the Critical Time Intervention (CTI) model to promote sustained housing stability for individuals and families who move from the shelter to permanent housing. The HSCM provides community and home-based intensive case management to establish housing success, eviction prevention support, and facilitation of positive landlord-tenant relationships. Services will be provided throughout Eastern Rockingham and Strafford Counties.

## **Responsibilities**

- Use a Critical Time Intervention model of helping participants to establish effective working relationships with community support providers and to successfully utilize self-advocacy skills to independently ensure appropriate levels of support over time.
- Take referrals for post-shelter case management from other members of the shelter social work team.
- During the transition to permanent housing, work collaboratively with participants, to complete a Housing Budget, and to assess for strengths and service needs, which may include benefits, employment, mental health, substance use, money management, social connection, and self-advocacy
- Assist individuals and families, with their Shelter Case Manager and the Housing Liaison, in the move-in process
- Support positive landlord-tenant relationships, as needed, and work to prevent lease violations and evictions

- Provide home-based case management for up to one year after the individual or family moves into permanent housing
- Facilitate a wide variety of community resource referrals, coordinate with service providers, and advocate on behalf of participants as appropriate
- Utilize de-escalation, motivational interviewing, harm reduction, and other clinical skills to maintain participant engagement and address or prevent crisis situations
- Maintain precise and accurate documentation of social work services, including paper and electronic records
- Adhere to professional guidelines, including maintaining appropriate boundaries with participants and ensuring appropriate confidentiality
- Collaborate with other staff members so that individual and family needs are effectively addressed
- Recommend and support improvements in program design and operations
- Other duties as directed

### **Qualifications and Physical Demands**

- A bachelor's degree in social work or relevant field is preferred
- At least three years of case management or service coordination experience working with individuals and families experiencing poverty or homelessness
- Experience with Critical Time Intervention model is preferred
- Current driver's license, vehicle and insurance
- 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