



JOB TITLE / ASSIGNMENT: Homeless Prevention Case Worker
REPORTS TO: Homeless Prevention Program Manager
CLASSIFICATION: Full time, non-exempt

OVERVIEW OF THE POSITION

This position provides direction and support to a variety of programs that are designed to help low-income households move from dependency to self-sufficiency. These include Rental Assistance, Utility Assistance, housing search and landlord/client relations. This position serves as an agency expert on available resources in Orange County for at-risk populations. Employee must be available to Thursday evenings and one Saturday each month. Due to the nature of this position, employee must have use of a vehicle, auto insurance and satisfactory driving record. This is full time, salaried, non-exempt permanent in-house staff position.

RESPONSIBILITIES /DUTIES / SKILLS

HOMELESS PREVENTION

- Oversee Rental Assistance and Utility Assistance Programs – Screen, interview and evaluate clients for eligibility for financial assistance
- Ensure grant compliance for all Homeless Prevention funding
- Resource Management – Ensure that adequate resources are available to clients at all times
- Meet with walk-in clients presenting with major crises
- Support Care Worker volunteers and assist in front lobby during heavy client service times
- Maintain all client information in relevant databases
- Assist with the grant application process for grants
- Direct and track the budget spend down and fulfillment of contracts
- Knowledge of budgeting process and outcomes measurement

HOUSING SPECIALIST

- Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness
- Address potential barriers to landlord program participation
- Cultivate and develop a referral list of landlords. Must be comfortable “selling” the program
- Work with landlords to reach lease agreement
- Work with clients to pay application/credit check fees, first month’s rent and/or damage deposits, provide landlord/tenant mediation
- Assist households in identifying appropriate and affordable rental housing units
- Assist households in accessing services, including employment and educational services and opportunities, food, clothing, and other social services

CASE MANAGEMENT

- Carry a caseload of Transitional Housing and Rapid Rehousing families. Provide ongoing case management to each client.
- Oversee the application, intake, move-in/move-out and exit processes for housing program families
- Conduct weekly meeting to review the status/progress of clients in the program
- Oversee the application, intake, assessment and exit processes for clients for all housing programs
- Ensure that South County Outreach is represented at social service, shelter provider, and other meetings that will enhance client services
- Develop effective, trusting relationships with clients with a focus on facilitating their move towards permanent housing
- Provide crisis intervention, basic services, and short-term and long-term case management services to clients.
- Assist clients to acquire permanent housing.
- Provide information, referrals and social services advocacy.
- Maintain accurate documentation of client information, service delivery, goal plan, progress notes, etc.



- Network with agency and outside service providers, ensuring client access to appropriate services.
- Provide participant follow up and aftercare services to those leaving and moving into permanent housing for a minimum of 12 months post departure.
- Actively monitor clients participating in aftercare services through telephone contacts and home visits. Advocate on behalf of clients
- Prepare reports and maintain client files.
- Complete reports and assist the tracking of program statistics and other important information.
- Work cooperatively and coordinate with staff regarding all aspects of case management and aftercare case planning.
- Assist clients in securing permanent housing and develop follow-up plans.
- Track alumni progress in relation to job, income and housing.

KNOWLEDGE/SKILLS/ABILITIES

- Meet all requirements for confidentiality of business and client information
- Meet all requirements for management of information, data gathering, secure filing, and records retention
- Maintain knowledge of organizational policies and procedures
- Meet all applicable safety requirements of the position
- Organize workload throughout the day to meet project timelines and deadlines
- Ability to work well either alone or as part of a team
- Excellent interpersonal and communication skills
- Ability to establish rapport and interact with diverse group of people
- Demonstrated problem solving skills within crisis situations
- Ability to foster a positive, professional image for South County Outreach in the community
- Knowledge of budgeting processes and outcomes measurements
- Manage multiple priorities with attention to deadlines
- Familiarity with Orange County social service resources

ORGANIZATIONAL RESPONSIBILITIES

- Attends and participates in staff and/or board and committee meetings
- Participates in staff development activities/trainings to complete job duties or as required by the Executive Director
- Responsible for developing and maintaining positive, effective working relationships with staff, volunteers and board members
- Performs other duties as needed and/or upon request
- Background in or understanding of best practices in volunteer workforce
- Performs other duties as assigned

COMPUTER AND EQUIPMENT SKILLS

- Possess excellent MS Word and Excel programs, internet, email, Access, and computer skills
- Uses copiers, fax machines, calculators, laptop and desktop computers, Access databases and phones

PHYSICAL JOB REQUIREMENTS

- Sits at a computer station or work desk for most of some days
- Requires ability to stand in one position or walk short distances throughout the day
- Frequently stands and walks to other work stations and departments throughout the day, including moving up and down stairs
- Uses hands and fingers to handle perishable and nonperishable food and other donated items, operate computers, keyboards, and office equipment throughout the day
- Requires clear vision at 20 inches or less with or without corrective lenses



- Requires hearing and speech within normal ranges and sufficient for clear communication face to face and especially via telephone
- May lift up to 30 pounds often and carry for short distances; may need to lift items from ground level to waist level
- Exposed to physical conditions and noise levels of an office and packinghouse environment

MINIMUM QUALIFICATIONS/EDUCATION AND/OR EXPERIENCE:

- Bachelor of Arts or Bachelor of Science degree in social work or equivalent
- Social work or experience working with at-risk clients, familiarity with Orange County social service resources preferred
- Criminal background check and Live Scan clearance required
- Current valid California state driver's license, insurance, and vehicle with good driving record
- Excellent active listening and crisis intervention skills with ability to exercise and model good judgment
- Ability to manage multiple tasks and priorities, including proficiency in balancing direct service responsibilities with data management responsibilities
- Strong administrative skills and proficiency in Microsoft Office Suite (Word, Excel, Outlook) needed
- Ability to be flexible with hours when needed
- Oral and written fluency in English (Spanish a plus)