



Housing Case Manager Project SAFE

Status: Full Time; Salaried (40 hours)
Classification: Exempt
Reports To: Director of Programs

Organizational Profile:

Pridelines is a rapidly growing non-profit, 501c3, organization dedicated to supporting, educating and empowering South Florida's lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) youth and community in safe and diverse environments to promote dialogue, wellness and to foster social change.

Position Overview:

The Housing Case Manager is responsible for the development and implementation of safe and affirming programs and services for LGBTQ youth at-risk of or experiencing homelessness. This position provides direct client services and programmatic oversight, while establishing and strengthening new and existing community relationships for both the Continuum of Care and Host Home programs. The Housing Case Manager also assists with seeking and managing new funding sources to address the compounded needs of South Florida's most marginalized LGBTQ youth. The Housing Case Manager position contributes to Project SAFE success by engaging in Miami Dade community to promote access to services youth needs in order to become self-sufficient. This position contributes Project SAFE success by keeping updated files, interacting with youth using a Positive Youth Development Approach, and empowering youth to reach their goals. The person who fills this position has a strong working knowledge of how social service systems operate and possess the empathy required to understand and relate to individuals who work within this field and the young people who interact with it.

Responsibilities: Primary roles and responsibilities include, but are not limited to:

- Offer vision, creativity, and enthusiasm to employees and community members to generate the positive thinking of and best practices for young people;
- Maintains meaningful involvement with consumers, advocates, and community partners;
- Participates in creating and maintaining a workplace that values diversity and is free of racism, sexism, heterosexism, and other discriminatory practices;
- Maintain and improve on a collaborative and cohesive team of professionals committed to the mission delivery; and, continue to foster and improve an organizational culture that builds on our core value of youth engagement and partnership while assisting in meeting their basic needs.
- Develop strategies for sustaining and growing effective programs;
- Build high-quality relationships with youth participants to understand the personal experiences of children and youth impacted by homelessness;
- Provide strategic direction relating to ongoing program development, quality improvement, and evaluation efforts;
- Implement core principles and evidence based practices including, but not limited to administer a standardized housing intake;

Job Description:
Housing Case Manager

- Provide housing search support to youth with locating appropriate housing, shelters, and host home match.
- Provide housing case management and direct client services to all youth who request services through Project SAFE
- Provide 1:1 CM activities to assist youth in meeting service goals, by meeting with youth on an as needed basis, which could include home visits and shelter visits as needed.
- Participate in Homeless Management Information System (HMIS) data collection activities;
- Collaborate and coordinate educational, vocational, employment, and career development and exploration activities. This could include making appropriate referrals to Career Source
- Provide independent living and life skills training to youth and documentation of these events;
- Engage and connect youth with appropriate mental health and/or chemical dependency supports;
- Provide opportunities and encourage youth to participate in youth development activities;
- Provide follow-up and aftercare services as needed;
- 2-5 housing placements a month (may not happen every month as circumstances are taken into consideration);
- Assist with move-ins, move-outs, and housing transitions for the youth and programs;
- Provide housing case management and direct client services to youth receiving housing assistance from other Access points
- Provide accurate, complete, and timely data, and reports to Director of Youth Program as needed;
- Record data for program outcomes;
- Ensure client files are complete, accurate and up-to-date;
- Ensure client confidentiality according to Pridelines policies and procedures;
- Keep the Director of Youth Program informed of issues and concerns related to clients;
- Knowledge of program policies and procedures;
- Complete minimum of 20 hours of professional training and developing each year;
- Attend appropriate community meetings, and all other activities identified as necessary to meet the outcomes identified in the Project SAFE program;
- Complete files as indicated by the file content checklist;
- Other duties as assigned.

Minimum Qualifications:

- A passion for working with Pridelines mission to collaborate with youth to foster self-reliance, a belief in the capacity for a young person to change;
- Master of Social Work (required)
- A minimum of one years' experience working with young people and cultivating a workplace culture informed by the theories of Positive Youth Development and youth and adult partnership;
- Must be 21 years of age or older;
- Ability to be sensitive and responsive to diversity;
- Ability to work independently and in partnership with team members;
- Must be honest;
- Ability to set limits and boundaries that maintain the helping role of a practitioner and assist others with setting healthy boundaries;
- Ability to communicate effectively with youth, co-workers, volunteers, and supervisor; and
- Seeks to improve knowledge, skills, and abilities in related service areas.
- Must pass a level 2 background screening