



DOORWAYS

Job Description

- JOB TITLE:** Comprehensive Flex Housing Care Coordinator
(Case Management)
- SCOPE:** Full-Time/Non-Exempt
- SUPERVISION:** This position is supervised by the Comprehensive Flex Housing Program Director

JOB DESCRIPTION

The Comprehensive Flex Housing Program (CFH) is a Housing First model that provides low barrier Transitional Housing (Allen House Program) and Permanent Supportive Housing (Elliott Place) with person-centered, holistic care to help clients navigate their journey toward independence. The CFH Care Coordinator serves as the main contact with the clients participating in CFH programs. It is expected that the Care Coordinator assist in the promotion of DOORWAYS Maxims and ideals while providing case management and coordinating the resources and support that clients need to become self-sufficient and achieve housing stability. The Care Coordinator works with clients to develop housing stability plans and coordinate a client support team of internal and external partners to help the client address and remove barriers to housing and help them procure and maintain stable housing.

MAJOR PROGRAM DUTIES AND RESPONSIBILITIES

- Conduct intake/assessment/orientation for clients entering the CFH program
- Provide case management services to clients in the CFH Program
- Ensure that chart records, assessments, care plans, case notes and all other applicable documentation is gathered and documented in a timely manner as directed. Utilize SCOUT/Service Point/CaseWorthy databases as the main systems of collecting and recording services rendered
- Assist clients in procuring applicable resources, benefits and entitlements as appropriate
- Provide support accessing appropriate supplies of daily living such as food, transportation and household items
- Provide aftercare services and conduct home visits for those graduating from the Allen House Transitional Housing Program
- Coordinate and facilitate a support team for each assigned client to include Ryan White Case Manager and other internal and external supports as appropriate to create and maintain a client-centered housing stability care plan
- Assist clients with procuring other housing in the community as appropriate and necessary
- Interface as appropriate with local CoC Coordinated Entry processes



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- Actively engage clients utilizing housing first principles with a trauma-informed approach
- Assist in obtaining resources from community social, health and welfare agencies and making referrals to community supports to meet the needs of each client
- Build working relationships with landlords in the community, homeless services providers, health organizations, behavioral health service providers and other related facilities and organizations
- Attend and actively engage in staff, team, client and community meetings as directed
- Complete other duties as assigned

EDUCATION, KNOWLEDGE, SKILLS & ABILITIES

- A bachelor's Degree in Social Work or related area highly preferred
- A broad understanding of HIV/AIDS, mental health disorders, substance use disorders and homelessness preferred
- Knowledge of De-escalation techniques, Motivational Interviewing, Housing First Principles, Trauma-Informed Care and Harm Reduction a plus
- Experience with shelter and housing services, mental health services and substance use disorder services in the community a plus
- Understanding and experience utilizing client tracking software
- Must be able to work with persons with varying degrees of need, who are in crisis
- Must be able to work independently within a team environment
- Must be able to multi-task in a fast paced, high-energy work environment
- Must have proficient knowledge of Microsoft Office software, especially Word, Excel, Outlook and Teams
- Must have excellent written and oral communication skills
- Must have reliable transportation and willingness to work with program participants on multiple housing sites

PHYSICAL REQUIREMENTS

The CFH Care Coordinator will conduct a large part of the work sitting and/or standing at a computer and must be able to spend extended periods of time typing and reading at a computer. The position may require lifting, pulling, and/or pushing items in excess of 15 pounds. This position will require walking through multiple buildings and engaging staff and clients.

WORKING CONDITIONS

Works in a climate-controlled and well-lighted environment with a smoke-free policy. Works in an office and throughout the building daily. Periodically works off site meeting with clients in the community, conducting housing searches or inspections, or attending community meetings.



DOORWAYS MAXIMS

We believe in DOORWAYS' mission and build our best practices through mutual respect, support and positive attitudes.

We honor and embrace individual differences in clients, staff and volunteers.

We value teamwork, problem solving, and sustainable solutions.

We practice compassionate listening to understand each person's unique life challenges.

We maintain the highest level of confidentiality in all that we do.

We allow a fresh start each day and strive to be impartial and fair in all our work relationships.

We take pride in ensuring all clients receive Housing, Health & Hope.