



Position: Housing Case Management Supervisor (HOPWA)
Department: Health & Mental Health Services
Program: Health Services
Reports to: Manager of Psychosocial Case Management
Salary: \$55,000/year
Status: 100%, Full-time; Exempt; Regular
Probation: 180 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403B retirement plan

JOB SUMMARY: Under supervision of the Manager of Psychosocial Case Management, the Housing Case Management Supervisor is responsible for the implementation of the HOPWA regional housing specialist program subcontract and tasked with the day-to-day management of subcontract administration, reporting, managing a housing specialist team and will maintain a small case load.

ESSENTIAL FUNCTIONS:

- 1) Provide oversight, supervision and direction to a team of housing specialists in accordance with the Housing Opportunities for Person With AIDS (HOPWA) regional housing specialist program.
- 2) Manage the subcontract administration to ensure effective fiscal management and compliancy is in accordance with subcontract requirements.
- 3) Interview, hire, evaluate, train, promote, and when necessary discipline staff.
- 4) Mentor, guide and coach staff in order to expand their capabilities and expand the capacity within in the organization; develop positive team relationships.
- 5) Coordinate and document client grievances, appeals, and incidents in accordance with the policies and procedures.
- 6) Support the regional office in maintaining files, preparation for audits, monitors, correction of any deficiencies and quality assurance.
- 7) Maintain statistical client data, including entering client data into HMIS database as determined by subcontract policy.
- 8) Prepare internal/external reports on client services activities as in compliance with the subcontract.
- 9) Participate in regular staff meetings, staff training programs, and supervisory sessions.
- 10) Attend monthly meetings with housing specialist teams, subcontractors, and community providers within the region.
- 11) Maintain a small client case load, 20-24.
- 12) Conduct client intake, assessment and formulate housing plans to assess barriers and determine housing and service needs.
- 13) Assist clients with locating and securing permanent housing, such as but not limited to rental lists, cold call rental ads on behalf of the client, internet search, CHIRPLA website, and into the field housing search.
- 14) Identify clients for appropriate housing placement, such as crisis beds, Section-8, substance abuse programs, transitional livings, etc.
- 15) Assist client in completing applications for Section-8 Tenant Based Rental Assistance, low-income housing applications and other housing programs throughout Los Angeles County.
- 16) Provide information and referral assistance to appropriate social service agencies and or community programs that meet the needs of the client.
- 17) Provide monthly follow-up for a minimum of one year or as dictated by contact program compliancy.
- 18) Provide home visits as on-site supportive services to support housing retention, frequency is determined by contract retention policy.
- 19) Assist clients in completing applications for financial assistance program, such as the Short Term Rental, Mortgage (STRMU), Utility grant and the Permanent Housing Placement grant (PHP).
- 20) Maintain organized and accurate client records and statistical data, including appropriate progress notes and input client information into database.
- 21) Operate office machines, such as photocopiers, scanner, facsimile machines, voice mail systems and personal computers.
- 22) Adhere to agency policy, procedures and the professional code of ethics.
- 23) Other duties as assigned.

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Minimum two years of experience in housing case management;
- 2) 4-8 years of education in an accredited program in administration, social work, or behavioral health sciences, a plus;
- 3) Extensive knowledge of HIV infection, transmission, treatment and prevention;
- 4) Knowledge of community resources and referrals for HIV, mental health, case management, and additional appropriate referrals;
- 5) Excellent verbal and written communication skills, including strong interpersonal and organizational skills;
- 6) Strong computer skills and knowledge including word processing, database operations, spreadsheets, electronic health records and other software systems;
- 7) Access to reliable transportation and the ability to be insured;
- 8) Training in Motivational Interviewing and Trauma informed training preferred;
- 9) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment;
- 10) A passion for the Center's work and its mission to make the world a better place for LGBT people.

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

E-mail resume and cover letter as a word attachment to jobs@lalgbtcenter.org

website: www.lalgbtcenter.org

Or submit application/resume to: Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028