



A Christian Community Outreach serving the homeless and disadvantaged in Rutherford County.

www.LoveGodServePeople.org

Case Coach

The Journey Home is accepting applications for full-time case managers to provide housing navigation and service coordination. The selected applicants will work one-on-one with homeless and at-risk clients to evaluate their housing situation and program eligibility, administer assessments to identify assets and obstacles, collaborate with clients to develop plans that create housing stability and life solutions, and provide implementation support including housing search, placement and resource engagement for related supportive services; providing opportunities for lasting change and reintegration into mainstream community life. A Job Description providing an overview of duties and responsibilities is attached.

Professional qualifications:

- A bachelor's degree, preferably in social work, social or behavioral sciences, or 2 years of equivalent social services.
- Desire to promote the vision, ideals, values, and mission of the organization.
- Ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- A basic understanding of issues related to mental illness, chronic health concerns and substance abuse recovery and community response systems.
- Motivational interviewing skills, careful listening skills and sensitivity to other people's feelings, needs and point of view, demonstrating tact and courtesy.
- Works well in a collaborative, team environment; in "close quarters" in a fast-paced and often stressful environment.
- Proficient with computers and related technology.
- Strong oral and written communication skills, detail oriented.
- Displays appropriate, professional boundaries and exercises mature judgment.
- Completes tasks in a timely and efficient manner, using organizational skills and can manage multiple cases effectively and efficiently.
- Adapts well to changing priorities and challenging individuals while maintaining a positive and non-judgmental attitude exhibiting care and compassion.
- Familiarity with Housing First, Harm Reduction and Trauma-Informed models of service delivery preferred.
- Bi-lingual (Spanish) a plus, but not required.

Typical hours: 7:00 a.m. – 3:30 p.m. or 8:00 a.m. – 4:30 p.m. (depending on location and client needs)

To apply: Send a cover letter summarizing your interest and qualifications for the position along with your resume to **Melissa Eckholdt at meckholdt@LoveGodServePeople.org**. The Journey Home is an Equal Opportunity Employer.



Case Coach Job Description

Case Coaches will work collaboratively with other staff members and community partners to deliver resources that provide a holistic approach to client care and maximizes the community-driven approach to problem solving present in Rutherford County. Case Coaches will provide case management related to assessment, goal identification, plan development, housing navigation, placement, ongoing housing stability and supportive service coordination for families and individuals experiencing or at-risk of homelessness. Case Coaches will also provide direct and referral resources for applicants who lack housing pre-requisites in order to expedite housing readiness and placement. There are three focus areas for Case Coaches: Housing Readiness, Housing Placement and Housing Stability. Depending on the agency and program need, a case coach may focus on one or multiple areas. Other duties may be required as needed.

Case Coaches will:

- Proactively engage clients facing housing instability at the Outreach Centers and through referrals
- Develop client relationships that instill personal value and foster a sense of self-worth.
- Link clients with onsite and community partners, such as food banks, medical and mental health providers, treatment facilities, and Veterans Affairs.
- Assist with purchasing and picking up items such as prescriptions or client employment related supplies.
- Administer and evaluate assessments related to housing readiness.
 - Identifying personal assets that applicants bring to the situation.
 - Assessing needs or obstacles critical to applicant's goals.
 - Helping clients understand, navigate, and coordinate opportunities for housing and resources.
- Assist clients in developing plans for housing pre-requisites, which may include employment/income attainment referrals, credit repair or overcoming other obstacles to housing.
- Collaborate with clients to create Individual Action Plans that promote the over-arching goals of the Housing Programs – housing stability, income attainment, growth and/or reliability, and increased self-determination.
- Counsel clients on budgeting, life skills and daily living, including landlord relationship management, conflict resolution, and act as a liaison between landlords and clients, as needed to promote housing maintenance and retention.
- Facilitate placement in emergency housing, as applicable.
- Assist with the housing search and application process.
- Assist with the development and execution of moving and transition plans for housing.
- Cultivate landlord relationships through active communication and advocacy.
- Complete related administrative paperwork and computer work for case files, resource provision, and program requirements.
- Inspect housing units for compliance with minimum housing standards.
- Occasionally resourcing/picking-up/moving furniture/donations for transition into housing.
- Coordinating volunteers, as needed, to assist in the moving process (collaboratively with Development and Operation staff)
- Provide follow-up case management after move-in and assess client satisfaction with services, reporting outcomes to management.
- Assist with Outreach Center Services as needed, such as answering phones, checking in clients, and assisting clients with center services.