

Job Title	Lead Case Manager (Rapid Rehousing)
Employer/ Agency	Avenue 360 Health and Wellness
Job Description	<p>Overview:</p> <p>The Lead Case Manager position is responsible for the provision of case management services to participants of the Rapid Rehousing Program, and for providing day-to-day operational oversight of the program and program staff.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Provides daily supervision of assigned staff to insure compliance with all standards of care and work plans; • Insures client census, client charts, and HMIS data input, are correct, current, and meet funder and agency requirements; • Serves as the primary contact with collaborating agencies, and external committees and groups; • Acts as part of an interdisciplinary team for client staffing sessions; • Works in conjunction with the Chief of Community and Support Services to evaluate program effectiveness to develop improved methods, devise evaluation methodology and implementation, analyze results and recommend appropriate action, and monitor budget spending; • Approves new admissions, assists staff with resolution to challenging clients/incidents, mediates client and/or property management issues and grievances, facilitates participant terminations, and provides advocacy for program participants; • Provide case management services to an assigned caseload of program participants including, but not limited to: providing appropriate resources, tools, and counseling to assist participants in achieving their case plan goals; making referrals for services; following up to ensure that the referrals were completed and tracking and documenting participant progress; • Develop Individualized Housing and Service Plans (IHSP) for each participant using the comprehensive assessment; • Collect all necessary documentation needed to support assistance; • Determine and recommend the level and duration of financial assistance for eligible participants; • Prepare requests for financial assistance and submit all required documentation to supervisor for approval; • Manage and track financial assistance funds; • Collaboratively work with housing navigators to find permanent housing options for program participants; • Collaborate with other departments and agency programs to maximize participant outcomes, program goals, and agency mission; • Recertify participants receiving financial assistance every month to assess participant progress and needs; • Prepare and submit weekly program update and financial assistance

	<ul style="list-style-type: none"> tracking reports; • Other duties as assigned.
Qualifications	<p>Education, Experience, Licensure/Certification and Skills/Abilities Related Requirements:</p> <ul style="list-style-type: none"> • Bachelor’s Degree - Human Services or Social Work related fields of study preferred; • At least 1 year of team lead experience; • Minimum of 2 years of professional experience in the human services field, 1 year of experience serving homeless families is preferred; • Strong conflict resolution skills and the ability to effectively resolve and cope with immediate crisis situations; • Strong written and oral communication skills; • Proficient in Microsoft Office software applications; • Experience with the Homeless Management Information System (HMIS) electronic file database; • Knowledge of community resources; • Detail-oriented with strong organizational and time management skills; • Demonstrated ability to work independently and as part of a team; • Strong ability to represent the interests of the agency, interact effectively with a diverse group, build successful collaborative relationships with program participants, agency staff, and community partners.
Salary/Hours	▪ DOE
Employer/Agency	Avenue 360 Health and Wellness
Address	2150 W. 18 th St., Suite 300
City, State, Zip	Houston, TX 77008
Contact Person	Christopher Cole
Contact Title	H. R. Manager
Fax Number	713-526-1422
Email Address	ccole@avenue360.org
Application Method	Apply online at www.avenue360.org Click “join our team”
Opening Date	Immediate

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