



Title: Case Manager

Department: Homeless & Housing Services

Program: Permanent Housing

Reports to: Program Manager

The Case Manager provides housing-focused case management and stabilization services to individuals and families enrolled in permanent housing programs. This role supports participants at varying stages of housing stability, including individuals and families actively seeking housing as well as participants who are newly housed and requiring ongoing stabilization support.

The Case Manager utilizes a Housing First, trauma-informed, harm reduction, and participant-centered approach to assist participants in obtaining and maintaining permanent housing. Services are tailored to participant needs and may include housing identification, lease-up coordination, landlord engagement, crisis intervention, service coordination, field-based engagement, and linkage to mainstream and community-based resources.

This role works collaboratively with landlords, property management, healthcare providers, behavioral and mental health providers, community partners, and internal programs to support housing retention, participant wellness, and long-term community stability. The Permanent Housing Case Manager is expected to provide flexible and responsive support based on participant acuity, barriers, and individualized goals.

Essential Job Functions:

- Work with a diverse and vulnerable caseload of participants experiencing homelessness and complex barriers, including trauma, medical concerns, mental health needs, substance use, and economic instability
- Provide services to participants at varying stages of housing stability, including housing identification, lease-up, move-in coordination, and ongoing housing stabilization support
- Conduct intake, enrollment, assessment, and reassessment activities with eligible participants, including assisting participants with gathering required eligibility documentation and completing program forms and authorizations
- Develop and maintain individualized care plans focused on participant-driven goals, housing retention, wellness, and community stability
- Meet regularly with participants to monitor progress, assess barriers, provide support, and adjust service strategies as needed
- Provide timely and responsive participant engagement, follow-up, and service coordination based on participant needs, acuity, and housing stability risks
- Utilize progressive engagement strategies to tailor service intensity based on participant needs, barriers, and goals
- Adjust frequency and intensity of participant engagement and support services based on participant acuity, barriers, housing stability risks, and individualized service needs
- Conduct consistent and creative participant engagement efforts, including field-based outreach, phone communication, collateral contacts, and community-based engagement strategies to maintain continuity of services and participant connection

- Support participants with skill-building related to tenancy, budgeting, communication, household management, and community integration based on participant goals and identified needs
- Assist participants with obtaining identification, benefits, healthcare, employment resources, educational resources, and other supportive services based on participant needs and goals
- Support housing search activities, housing applications, lease-up coordination, and move-in processes
- Conduct home visits and field-based services to assess participant well-being, unit condition, and ongoing housing stabilization needs
- Provide crisis intervention, problem-solving support, and de-escalation to address barriers that may place housing stability at risk
- Identify early warning signs and barriers that may place housing stability at risk and implement appropriate intervention strategies to support ongoing housing retention and participant stability
- Advocate for participants with landlords, service providers, and public systems to support housing retention and access to services
- Develop and maintain collaborative relationships with landlords, property managers, and housing providers to support housing placement and retention efforts
- Coordinate care and communication across housing providers, healthcare systems, behavioral health providers, benefits systems, and community-based supports
- Link participants with appropriate medical, mental health, substance use, vocational, and supportive service providers
- Coordinate with internal and external providers to reduce duplication of services and ensure continuity of care
- Provide transportation or accompaniment to appointments, housing viewings, lease signings, and community resources as needed and appropriate
- Assist participants with identifying, securing, and maintaining appropriate permanent housing options based on participant needs, preferences, and program eligibility
- Work collaboratively with internal and external partners to support coordinated service delivery
- Participate in staff meetings, supervision, case conferencing, trainings, and care coordination meetings as required
- Communicate effectively with participants, landlords, community partners, healthcare providers, funders, and internal staff to support continuity of services and housing stability
- Build and maintain professional relationships with community providers and housing partners
- Maintain productivity, participant engagement, and documentation standards in alignment with agency expectations, contractual requirements, funder performance measures, and fee-for-service delivery models
- Document all participant interactions, services, and case notes within required timelines in HMIS, CHAMP or other designated systems
- Complete service documentation, participant updates, assessments, and required activities within established timelines to support continuity of care, compliance, reporting, and billing requirements
- Maintain accurate and current participant files, including demographic updates, income verification, assessments, authorizations, and program documentation
- Assist with tracking participant progress, housing outcomes, service connections, and program milestones
- Ensure documentation is complete, accurate, timely, and compliant with agency and funder requirements
- Maintain confidentiality and safeguard participant information in compliance with agency standards and applicable laws
- Provide field-based and community-based engagement and support services based on participant needs and level of acuity

- Respond appropriately to crisis situations and participant concerns utilizing trauma-informed and safety-focused approaches
- Maintain professional boundaries and uphold agency policies, procedures, and ethical standards
- Support program operations and coverage needs as assigned
- Attend required meetings, trainings, and community events
- Perform additional duties, projects, and responsibilities as assigned by Supervisor in support of agency goals, program operations, and program outcomes, including responsibilities not specifically outlined in this job description

Knowledge, Skills & Abilities:

- Strong understanding of Housing First, Harm Reduction, Trauma-Informed Care, Motivational Interviewing, and the Coordinated Entry System
- Knowledge of homeless services systems, public benefits, and community resources available to individuals and families experiencing homelessness
- Understanding of barriers impacting participants experiencing homelessness, including domestic violence, behavioral health, substance use, and economic instability
- Knowledge of HMIS, CHAMP, and similar housing assistance or case management systems
- Ability to promote cooperation, teamwork, and commitment toward program goals
- Ability to exercise sound judgment and appropriately escalate concerns when needed
- Excellent verbal and written communication skills
- Ability to communicate professionally and effectively with participants, staff, leadership, community partners, and funders
- Ability to maintain professional boundaries and confidentiality
- Ability to work collaboratively with internal staff, County partners, community providers, volunteers, and diverse populations
- Ability to demonstrate professionalism and maintain composure in sensitive or high-stress situations
- Strong organizational skills and attention to detail
- Strong problem-solving, critical-thinking, and decision-making skills
- Ability to manage multiple projects, meet deadlines, and adapt to changing circumstances
- Strong time management and multitasking abilities in a fast-paced environment
- Ability to effectively engage participants experiencing crisis or high levels of stress
- Ability to respond appropriately to crisis situations and potentially hostile environments
- Ability to support staff and participants dealing with behavioral health, substance use, homelessness, and related challenges
- Ability to provide culturally responsive and participant-centered services
- Proficiency in Microsoft Office, Google Workspace, HMIS, and ability to learn new systems quickly
- Ability to operate standard office equipment
- Ability to maintain accurate records, documentation, and reporting requirements
- Ability to work a flexible schedule, including evenings, weekends, and emergency response services as needed
- Ability to travel throughout Antelope Valley and Los Angeles County; use of a personal vehicle may be required
- Ability to read and write in English; bilingual abilities preferred but not required
- Demonstrated accountability, reliability, punctuality, and attendance consistency

Qualifications & Experience:

- High School Graduate or equivalent
- Bachelor's Degree in Social/Human Services or related field, strongly preferred
- One-year experience in case management serving individuals experiencing homelessness
- Experience with Homeless Management Information System (HMIS)
- Experience working with homeless, vulnerable and/or diverse population
- Relevant experience may be substituted for education.

Agency Requirements:

- Valid California Driver's License required
- Reliable transportation required
- Current auto insurance required
- Clean driving record required

Physical Demands & Work Conditions

To successfully perform the essential functions of this position, an employee must be able to meet the following physical demands and work conditions:

- May interact with individuals experiencing crisis, illness, substance use, or challenges related to personal hygiene and safety awareness
- May encounter unpleasant environmental or sensory demands associated with substance use, mental health symptoms, or lack of personal care
- May experience crisis situations and potentially hostile situations, must be ready to respond quickly and effectively.

An employee is required to:

- Walk and climb stairs
- Handle, grasp and manipulate objects and equipment
- Reach above shoulder level and below waist
- Communicate effectively verbally and in writing
- Move quickly and safely between locations
- Perform repetitive hand, wrist, and finger motions
- Climb stools, steps, or ladders as needed
- Work outdoors in varying weather conditions
- Lift and carry up to 10 lbs.

Benefits

Health	Employee Assistance Plan	Paid Sick
Dental	Cafeteria 125 Plan	Paid Vacation
Vision	Retirement Plan	Personal Days
Life Insurance	14 Observed Holidays	

Schedule

Monday through Friday 8:00 a.m. to 5:00 p.m.; however, evenings, weekends, holidays and on call responsibilities may be required based on program or agency needs

Compensation

Salary Range: \$23.00 - \$25.00 per hour, depending on qualifications and experience

This is a full-time, non-exempt position.

An Equal Opportunity Employer: Selection will be based solely on merit and will be without discrimination because of age, race, sex, religion, national origin, marital status, sexual orientation, mental or physical disability.