



Lead Housing Case Manager - job description

Organization – The mission of the Community Action Center of Northfield (CAC) is to promote a healthy, caring, and just community for all people through resources, advocacy and volunteer effort. CAC is a community-based, non-profit, human services agency providing and advocating for the basic needs of people and families in the greater Northfield area. Services and programs create a robust safety net for low-income families and include new and expanding services in Faribault; including food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care, and more. CAC provides a drop-in resource center where immediate response and support is available. A thriving and abundant food shelf serves thousands of individuals each year, including a weekly community meal. CAC owns and operates multiple housing projects spanning from emergency shelter to permanent supportive housing including ongoing intensive case management services with tenants. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills. Additionally, CAC's retail clothing store provides the entire community access to affordable clothing. Currently, CAC is looking for a **Lead Housing Case Manager** to help support the community responsive work of CAC.

Job Title: Housing Case Manager
Reports to: Community Resource Director
FLSA Status: Hourly, non-exempt
Hour Status: 40 hours, may include some nights and weekends

Job Summary – The Housing Case Manager will support the culture of a community-based, client-centered, and trauma-responsive organization. The position will focus on supporting individuals and families experiencing homelessness and will assist with housing assessments, connect people to emergency shelter in hotels or in CAC's emergency shelter units, and provide supportive case management to those living in emergency shelter or permanent supportive housing.

Responsibilities and Duties – CAC's success is based on the flexibility of its staff and volunteers to dynamically adjust to meet the needs of the community. The primary responsibilities for this job include:

Advocacy – Responsible for amplifying the voice of participants throughout the community through relational and responsive case management. CAC is prioritizing innovative perspectives on empowering participants beyond typical feedback or advisory panel discussions. CAC is looking for a dynamic advocate to support CAC's crisis response and long-term case management priorities. Additional tasks and activities include:

- Complete housing assessments with individuals or families experiencing homelessness
- Connect individuals and families with emergency shelter resources within CAC or externally, as well as short-term hotel placements
- Provide high-quality, trauma-responsive case management services for a portion of CAC's emergency shelter and permanent supportive housing participants residing in CAC's housing units



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- Be available for crisis response during scheduled times in CAC's drop-in resource center
- Coordinate and manage the needs of CAC's housing participants
- Assist participants with moving arrangements when more permanent housing becomes available
- Maintain safety and security of CAC's Resource Center and housing units by following all site-specific health and safety procedures as well as home visiting guidelines
- Ensure prompt case notes, documentation, and data quality for entire housing team within HMIS (*Homeless Management Information Systems*) and other organizational data and case management systems
- Assist with HUD reports to ensure positive grant outcomes

Community Outreach – Responsible for taking the lead on identifying and collaboratively working across programs and organizations to serve the housing needs of the community. CAC is looking for a collaborative individual to build relationships with clients and community leaders outside of CAC. Referrals and outreach efforts can happen from a host of community partners. Additional tasks and activities include:

- Lead efforts to develop relationships with property managers, city leaders, law enforcement, community organizers, employers, faith-community leaders, and others to ensure housing supports are easily accessible across the community
- Coordinate and communicate with other agencies and organizations throughout the area

Qualifications – CAC is committed to finding the right person for the position. Ideal candidates will possess many of the following qualities:

- Strong knowledge of social services and community resources for clients
- Strong housing expertise
- Preference given to candidates with strong knowledge of mental health and/or substance use disorders
- Excellent oral and written communication skills
- Experience working alongside diverse populations
- Bachelor's degree in human services or related field OR four years of experience in related field
- Social Work license preferred but not required
- English and Spanish speaking preferred
- Valid driver's license required
- Flexibility to work occasional nights or weekends to meet the needs of the organization
- Ability to pass all required background and MVR checks

Compensation – The position is designed as a full-time, hourly, non-exempt position. Hourly wage will depend on experience and qualifications with a starting range \$18-22/hour plus benefits for candidates without a social work license (up to \$24/hour with a social work license). Some components of the position may require occasional night or weekend hours as well as possible travel throughout Rice County. The position will report to CAC's Community Resource Director. CAC offers flexible work arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas.



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Equal Opportunity – CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces employ employees with diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of their race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.

Application and Hiring Process – CAC will be interviewing on a rolling basis until the position is filled. To apply, please submit a cover letter, résumé, and contact information for three professional references to employment@communityactioncenter.org. Inquiries and questions can be sent to this same email address or by contacting Community Resource Director, Amy Tudor, at 507-573-2708.