HEARRT Project
RRH Case Manager and Housing Support Specialist

City with Dwellings: A Community First Initiative works to end the crisis of homelessness in Winston-Salem and Forsyth County by building a supportive, consistent community with individuals experiencing homelessness.

City with Dwellings (CwD) is a low-barrier agency, honoring the inherent dignity of each person and respecting the unique challenges homeless individuals must overcome in their daily lives. Building relationships of trust and accountability with individuals we serve and engaging the wider community in our work enables City with Dwellings to effectively facilitate a coordinated response to help house individuals and reduce recidivism.

Job title: HEARRT RRH Case Manager and Housing Support Specialist, Full Time

Reports to: HEARRT Committee

Job Purpose

The Rapid Rehousing (RRH) Case Manager and Housing Support Specialist will spend equal time on RRH Case Management and Housing Support for the Housing Emergency Assistance Rapid Response Team (HEARRT) project participants. The HEARRT project is designed to assist a particularly vulnerable and hard-to-serve homeless population in their efforts to overcome the challenges they face accessing traditional services. These individuals are chronically homeless and frequent users of emergency medical services. They are reluctant to use emergency homeless shelters and are often physically disabled and/or struggle with mental illness and substance abuse.

As a half-time RRH Case Manager, the incumbent identifies appropriate people for the HEARRT program, helps participants set goals, and works with the HEARRT Peer Support Specialist to encourage up to eight participants to meet their goals. As a half-time Housing Support Specialist, the incumbent orients participants to the housing process and provides housing search and supportive services to promote participants' self-sufficiency.

Duties and Responsibilities

- Collaborate with HEARRT Street Outreach to identify appropriate people for the HEARRT program.
- Work with each HEARRT participant to develop his or her goal plan. Ensure that client interactions are person-centered, goal-focused and reflect each client’s goal plan.
- Maintain contact with all HEARRT clients at least one x per week, daily visits may be required upon entrance to the program and will be determined by client needs.
- Meet with and coordinate with HEARRT Peer Support Specialist, SOAR specialist, and HEART core team on a weekly basis to ensure adherence to the participant’s goals.
- Guide HEARRT Peer Support Specialist on interventions needed in the implementation of the plan.
- Build professional relationships with clients, providers, and community partners.
- Orient participants to the housing process and provide housing searches for participants.
- Provide clients training in the areas of personal hygiene, accessing community resources, medical adherence, mental health and/or substance use care, household management, or other needs as outlined in the client’s goal plan and necessary for housing permanency.
- Make referrals to supportive services in our community as appropriate and support client in navigating this process.
- Be an effective mediator and advocate for all HEARRT clients.
- Effectively use HUD tools and ensure compliance with data standards and record keeping as required by HMIS and HUD.
- Document all client interaction and maintain accurate paperwork/reports.
Qualifications

- Bachelor’s degree in social work, psychology, or other related human service field.
- Minimum of three years’ work experience with chronically homeless, substance abuse, mentally ill, or social work.
- Understanding of HUD guidelines, Rapid Rehousing, and evidence based models for best practices.
- Knowledge of community resources and social service agencies within the community.
- Ability to build strong, respectful, and supportive relationships with guests and colleagues.
- Strong written and verbal communication skills.
- Ability to work independently and as part of a team, structure time, deal with own personal challenges and emotions, and manage conflict.
- Able to set and maintain clear boundaries.