



Job Title: Housing Case Manager

Position Type: Full-time non-exempt (hourly)

Schedule: Evenings 12:30pm-9:00pm except Wednesdays 9:00am – 5:30pm

Salary Range: \$19.50 – \$21.50 hourly, commensurate with experience

Benefits Package: Medical, Dental, Vision, Life Insurance, 401K, Short-term Disability, paid time off, company paid holidays

Reports to: Community Housing Program Manager

ORGANIZATION: Life House is an innovative nonprofit organization serving at-risk and homeless youth ages 14-24 located in downtown Duluth, MN. Focusing on Positive Youth Development through housing stability, educational support, economic security, improved health, and connection to community, Life House programs assist youth who are homeless or at risk of homelessness to overcome poverty, trauma, mental illness, low educational achievement and joblessness to transition to independent living.

SUMMARY: Builds therapeutic relationships with homeless youth ages 18-24 enrolled in the Life House Housing Program in order to assist them in achieving housing stability. Provides case management services to address multiple complex needs and reduce barriers, including referrals to other Life House programs and/or community resources.

Focus area duties and responsibilities – Case Manager – Housing:

- Meet with youth/heads of households to determine housing eligibility (HUD, HPH, LTH, Income verification, etc), and services preferences and assess barriers to successful tenancy.
- In conjunction with youth, develop a service plan to establish goals and action steps toward stabilization, independent living, and self-sufficiency; assist youth in identifying and accessing services necessary to reach housing goals.
- Provide case management and support to homeless youth enrolled in Life House's Community Housing Program; utilize personal vehicle, in good working order, to transport clients to appointments as indicated.
- Assists youth to obtain benefits they are or may be eligible for, such as Medical Assistance, General Assistance, Social Security Disability, Supplemental Security Income, food support, child care/respite, etc.
- Assist youth in maintaining their project based housing voucher with HRA by completing all subsidy requirements, within 14 days of any changes (income / household size), and annually thereafter.
- Meet with youth at least once / week (more often when needed), including home visits, to monitor progress and /or barriers toward achieving Independent Living Plan goals and to ensure proper housekeeping and condition of apartment.
- Provide crisis intervention as needed and/or when requested by property management or local landlords for Life House Housing Program youth; address disputes or differences between residents and property management; assist in household disputes and conflict resolution between residents.
- Ensure that Housing Program recordkeeping and reporting systems (i.e. Apricot, HMIS, Co-Pilot, etc.) are accurately maintained; complete progress notes and program-related reporting as required.
- Facilitate bi-weekly housing basics class ("Life House Cribs") in the Youth Center; document attendance and participation.
- When applicable, represent Life House at housing specific community meetings (FHPAP, ESG, CoC, CES, etc.) and events; attend and participate in community trainings and events as necessary.

Focus area duties and responsibilities – Life House:

- Provide services applying strengths-based, Positive Youth Development and client-centered approaches to young people who are homeless or at risk of homelessness.
- Develop healthy and helpful relationships with homeless and street youth while maintaining professional boundaries; demonstrate kindly assertiveness in setting limits with youth.

- Participate in weekly Life House case consultation meeting to discuss Housing Program participants and provide progress updates; attend Life House weekly staff and program meetings.
- Attend Life House and career development trainings and actively participate in the ongoing development and strength building of the Life House Team
- Provide coverage in the Youth Center, as needed, to interact with youth in the milieu; assist in supervision of youth to ensure rules are upheld for the safety and well-being of all clients and staff; assist with other Life House program coverage as necessary.
- Maintain clear communication with Life House program staff to facilitate consistent, appropriate responses to youth needs.
- Respond to crisis situations following outlined procedures including proper notification, documentation, and programmatic follow up.
- Maintain current information on all area youth service providers and “best practices”; work with the Community Housing Program Manager, Executive Director and Program Directors to enhance current programming and develop program performance standards.
- Perform other duties as may be assigned by Community Housing Program Manager, Assistant Housing Manager, Executive Directors and Program Directors.

QUALIFICATIONS:

Education: Bachelor’s degree preferred in human services field or equivalent combination of experience and education.

Qualifications:

- Demonstrated knowledge of, and ability to work effectively with, youth from multiple cultural backgrounds, LGBTQ+ identities, and various lived experiences.
- Demonstrated experience in one or more of the following areas: trauma-informed care, intimate partner violence and/or sexual assault, commercial sexual exploitation, mental health, chemical dependency, homeless, at-risk youth.
- Flexible, confident, and able to maintain composure under stress
- Proficient in Microsoft Office applications.
- Ability to pass a Department of Human Services background check

Certificates, Licenses, Registrations:

- Valid Minnesota Driver’s License and proof of auto insurance
- Adult CPR & Basic First Aid

Position is full-time non-exempt (hourly). Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Life House.

Life House provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex (including pregnancy, gender identity, and sexual orientation), parental status, age, physical or mental disability, genetic information (including family medical history), political affiliation, military service, or other non-merit-based factors. Life House encourages individuals with diverse backgrounds and members of the LGBTQ community to apply.

To apply, send application, cover letter and resume to (open until filled):

Life House
Human Resources/ Housing Case Manager
102 W 1st Street
Duluth, MN 55802

Or Email
Subject Line: Housing Case Manager
[**hr@life-house.org**](mailto:hr@life-house.org)

For an application, please go to www.lifehouseduluth.org/contact/careers/