



L I F E L I N E S

Job Description

Job Title: Housing & Mental Health Manager

Program: Life Lines

Reports to: Program Manager

Send resumes to: SShamburger@lifelinesprogram.org – NO PHONE CALLS

Hours of Operation: Shift(s) determined by need

Some nights and weekends are required to support the efforts of the youth in the housing program. The potential for calls and the need to be present may occur occasionally and requires the youth to have access to the Housing Case Manager 24/7 by way of on call.

Essential Duties and Responsibilities:

- Acts a liaison between frontline staff and Program Manager
- Manage day to day operations of the Housing Programs
- Manage Housing applications, schedule and conduct interviews, maintain waitlists when appropriate
- Provide direct supervision to Case Managers and Intervention Specialists who serve the youth that live in the Life Lines Housing Program
 - Services include but are not limited to
 - Educational support
 - Medical/Mental Health/Substance Abuse support
 - Ensures all youth are up to date on case plans, monthly surveys and other reporting requirements
 - Connect youth to appropriate supports
 - Act as a liaison for youth
 - Provide Active Daily Living (ADL) support and training
 - Assist the youth with budget management
- May aid Case Managers in carrying a caseload
- Coordinates services with Centralized Intake via Continuum of Care of Housing Alliance Delaware
- Keen awareness of Housing First Model
- Understands Basic Housing and Urban Development (HUD) housing programs
- Manages all reporting and supporting grant needs for Housing Program
- Manages quality assurance for Housing Program
- Creates a safe and positive work environment
- Ensures staff is accurate and on time with required reporting standards and documentation
- Provide support to staff to ensure they provide appropriate, ethical and timely services to youth
- Provides training to staff as necessary and onboards new staff
- Must be able to work in a team environment
- Deliver services to clients appropriately, ethically, and timely
- Makes appropriate community connections for referrals i.e., counseling, job training, and other services as the need is identified
- Collaborates with agencies and other service providers in the community to build working relationships and establish linkages
- Develops and implements programming that ensure program continuity and meets client need
- Ensure contractual obligations are met
- Maintain reporting standards of program and keep well-documented records

- Ensure client files are managed and produced in a way that meet internal program standards and contractual requirements
 - Includes all electronic files and reporting
 - FOCUS, HMIS and other data/information reporting tools
- Tracks youth progress via Case Managers regarding client employment, education, mental health needs, healthcare needs, workshops attended, financial situation, and participation on a regular basis
- Provide crisis intervention, behavioral health interventions and support services to youth during their time in the housing program
- Light house maintenance and cleaning may be required
- Other duties as assigned

Education and/or Experience

1. Master's degree preferred in Social Work or related Human Service field
 - a. Bachelor's degree in Social Work or related Human Service field may be acceptable
 - i. Must provide college transcript and course syllabi
 - ii. A writing sample may be requested
2. Minimum of three (3) years relevant work experience with teenagers and young adults in a social service setting
3. Clinical or therapeutic background is a plus
4. Experience in a residential setting is a plus
5. Case management experience of at least 2 years
6. Thorough understanding of the stages of human development, social determinants of health, systems of care, trauma informed care and mental health

Qualifications

The qualifications and requirements listed below are representative of the knowledge, skills, and/or abilities required at an *advanced or superior level of performance*.

1. Knowledge, Skills and Abilities
 - a. Ability to work with individuals from diverse backgrounds,
 - b. Ability to maintain client confidentiality,
 - c. Ability to maintain composure under high pressure and/or intense situations,
 - d. Ability to be genuine, warm, and empathic with client population to build trusting relationships,
 - e. Skill in engaging and working with groups, community leaders, and other service providers,
 - f. Skill in helping others sustain effort over time and provide positive reinforcement,
 - g. Skills in intervening in a crises and resolving conflict among or between clients,
 - h. Knowledge of life span development and life skills needed for young adults to become self-sufficient,
 - i. Knowledge of various mental health diagnosis that may affect our client population such as separation & loss, abandonment, attachment disorders, trauma, depression and anxiety,
 - j. Knowledge of community resources accessible by our clients,
 - k. Willingness to work flexible hours,
2. Must not have a criminal background which would cause question of ability to give constructive guidance to young adults.
3. Understands the position may require some physical abilities.
 - a. Must be able to lift at least 50lbs.
 - b. Cleaning, moving, and or other duties may be necessary to support the youth through transition.