



## Homeless Services Center Youth Rapid ReHousing Case Manager

### Reports to: Housing Support Manager

Homeless Services Center (HSC) partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness – and we want you to be part of our team. HSC is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

### Job Description

Homeless Services Center practices effective solutions that create a pathway to housing for individuals and families experiencing homelessness in Santa Cruz County.

The Youth Rapid ReHousing Case Manager supports unaccompanied individuals ages 18-24 who are experiencing homelessness by facilitating housing placement and providing direct support to create an individualized service plan that will help them achieve housing, life stability and greater independence. Rapid ReHousing Case Manager reports directly to the Housing Support Manager.

### Job Duties:

- Engage young people through outreach at HSC campus and the community.
- Coordinate with the Smart Path Youth Assessor to identify eligible participants in Rapid Rehousing activities.
- Perform intake interviews, assessments, and assist participants in developing individual case plans.
- Facilitate participants' placement in permanent housing through direct housing navigation and coordination with other programs, agencies, and organizations.
- Provide ongoing case management including assessment, referrals, budget assistance, housing placement, and promoting housing stability with individuals as assigned.
- Accept each participant for who they are and where they are, and then provide options, information and choices that allow for stimulating change.
- Facilitate weekly housing workgroups for youth ages 18-24 at HSC campus and in the community.
- Interact with any volunteers by providing leadership, support, and positive role modeling.
- Develop and maintain accurate written case records including intake, assessment, ongoing case plan, and progress notes.
- Meet all administrative requirements including recordkeeping, HMIS, staff meetings, etc.
- Maintain confidentiality and treat participants with dignity and respect at all times.
- Integrate Youth Rapid Rehousing into the Youth Homelessness Demonstration Project Collaborative and represent HSC professionally and in a positive manner.
- Assist in overall administration of program.
- Perform other duties as assigned.

**Qualifications:**

- A Bachelor's degree OR three (3) years in providing direct social services to disenfranchised communities.
- Bilingual Spanish a strong plus.
- Individuals with lived experience of youth homelessness or related experience strongly encouraged to apply.
- Ability to establish rapport and trust with young people while maintaining professional boundaries.
- Desire and ability to meet people where they are at and create an environment that nurtures mutually respectful, empowering relationships.
- Ability to develop most case plans and specialized casework services with considerable independence, perform evaluation and assessment duties.
- Demonstrates sensitivity to, and knowledge of, the needs of homeless individuals.
- Ability to communicate effectively and respectfully with people coming from diverse lifestyles, background, racial and cultural groups.
- Knowledge and practice of motivational interviewing and trauma-informed services highly valued.
- Acquaintance with and ability to relate to community agencies, public social services, and assistance programs.
- Acquaintance with and ability to work with domestic violence issues through direct services or referral to assistance programs,
- Experience with mentally and physically disabled populations.
- Ability to deal effectively and constructively with emotionally charged situations between individuals and within groups.
- Demonstrated conflict de-escalation and conflict resolution skills a must.
- Proficiency in Microsoft Office Suite including comfort in using Word and Excel and confidential database use such as HMIS or equivalent.

**Hours:**

This is a full time, hourly, benefited, non-exempt position. Occasional evenings and weekends required. Health Insurance and PTO benefits begin after 90-day introductory period. Retirement benefits begin upon first day of employment.

**To Apply:**

Please email a cover letter and resume to the attention of Human Resources at [recruiter@santacruzhs.org](mailto:recruiter@santacruzhs.org). No phone calls or faxes. HSC is an Equal Opportunity Employer.

Please apply via email or in person with cover letter and resume.