



**New Haven Home Recovery, Inc.**  
153 East Street, 3rd Floor  
New Haven, CT 06511  
(203) 492-4866

**Job Description**  
**Homelessness Prevention and Rapid Re-Housing Program (HPRP) Case Manager**  
**Full time – Exempt**

New Haven Home Recovery, Inc. (NHHR) is a private nonprofit organization serving single women who are heads of household and their children in the provision of emergency housing, scattered site apartments, case management, service coordination and housing advocacy. It is our mission to promote the independence of women and children confronting homelessness, HIV/AIDS, and behavioral health issues in a supportive environment where their potential can be realized.

**Responsibilities:**

- Direct outreach in high-need neighborhoods and organizations to market the Prevention Program. Including but not limited to; Public agencies that serve people in poverty or at risk of homelessness; Health care programs, including hospitals, mental health, substance use treatment, and health clinics; Housing Agencies; Property managers/landlords; Faith and community-based organizations.
- Develop a stock of appropriate affordable housing units specifically designated for families and individuals enrolled in the Rapid Re-Housing Program.
- Educate landlords in the community about their services, dispel myths about homeless families and individuals, and provide support to the family and the landlord to promote successful tenancy.
- Outreach with area New Haven shelters to target the homeless population in need of rapid re-housing.
- Screen referrals to determine we are reaching the target population.
- Outreach targeted referral sources previously listed throughout the community.
- Receive all referrals from community for both prevention and re-housing assessment.
- Assess all eligible applicants for acceptance into program.
- Conduct eligibility screening and placement into appropriate services.
- Coordinate with the referring agency staff and assist these clients if they are in need of further help.
- Provide coordination and referrals to families after they receive assistance to improve stability, well-being, and self sufficiency.
- Attend and coordinate referrals from Homeless Family Collaborative meeting.
- Meet with and interview every new resident of shelter as well as client referrals from LifeHaven Shelter and Christian Community Action Shelter to determine the level of housing advocacy and need.
- Assist clients in completing relevant community and agency housing applications.
- Determine if the client meets basic program eligibility.
- Meet with the client to conduct an assessment; an assessment tool will be used for all referred families and individuals entering into the system.
- Enrollment into Provide database.
- Work with Beyond Shelter case manger, shelter case managers, TAP case managers, etc. and coordinate services to clients receiving rapid re-housing.
- Responsible for completing three-month recertification forms.
- Responsible for reporting progress at monthly Continuum of Care (CoC) meetings, the TAP meetings and the Homeless Family Collaborative meetings.
- Maintain strict confidentiality concerning any resident's information, personal information, living information and HIV status.
- Maintain open communication with the shelter staff, relaying all issues and pertinent information in regards to housing.
- Mandated reporter for child abuse.
- Maintain 24 hour availability in the event of an emergency.
- Assist with special projects and complete other duties as assigned by the HPRP Coordinator.

**Qualifications:**

- Excellent management and facilitation skills.
- Experience with a homeless populations (families / individuals).
- Ability to work with diverse populations.
- Bilingual in Spanish preferred.
- Bicultural preferred.
- Highly motivated, creative with excellent interpersonal skills.
- Strong computer skills required for data base programs, Word, Excel, and PowerPoint.
- Ability to work with a team and independently.
- Must have own transportation.
- Masters Degree in Social Work or BS with 5 years program management experience required.

**Reports to:**

The HPRP Case Manager reports directly to the HPRP Coordinator. This is a salaried position and is grant based. Salary is based on relevant experience and the availability of funding.

*NEW HAVEN HOME RECOVERY INC IS AN EQUAL OPPORTUNITY EMPLOYER; QUALIFIED APPLICANTS ARE ENCOURAGED TO APPLY.*

4/10/09

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