



The Family Violence Prevention Center, Inc. / dba InterAct

Job Title:	H2H Housing Counselor/Case Manager	Job Category:	Full Time, Exempt
Department/Group:	Support Services	Reports To:	Director of Shelter Programming
Nights/Weekends Required:	Yes	On-Call Required:	Yes
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	Yes

Job Description

Job Purpose:

Each member of InterAct’s staff fulfills an important role in furthering InterAct’s mission of providing safety, support, and awareness to victims and survivors of domestic and/or sexual violence and the entire community – and saving lives, re-building lives, and securing safer futures. The purpose of this position is to provide on-site coverage and housing case management/counseling services to residents in residential program. These services include, but are not limited to, case management, supportive counseling, advocacy, referral and connection with appropriate wrap-around services. Some specific duties of the Support Services Case Manager are as follows:

Duties include but are not limited to:

- Work with clients to develop individualized housing plan
- Adhere to strict boundaries and professional ethics in the care of others
- Assist clients with housing applications, complete supportive and subsidized housing paperwork, survey rental market
- Develop Housing Listings for Clients and Coordinate Moves to Permanent Housing
- Maintain client records: maintain accurate documentation of service objectives and outcomes as well as other services in accordance with Federal, State, Local and InterAct guidelines
- Maintain client related data systems, including case notes
- Prepare case management related reports including but not limited to: outcomes, successes, etc...
- Monitor and evaluate each client’s progression through their housing case management plan, and develop corrective action revisions to the plan as needed
- Attend program related community, coalition, and committee meetings as assigned
- Conducts crisis intervention as needed
- Ensure effective service delivery by coordinating work with other case managers assigned to client
- Case management services such as but not limited to: budgeting, counseling on basic life skills, advocacy for healthcare and benefits, harm reduction strategies to empower participants to permanently retain their rental housing.

Skills/Qualifications:

- Strong knowledge and understanding of services available to clients in the community.
- Strong case management skills.
- Ability to network well with community professionals.
- Ability to multi-task and prioritize duties.
- Ability to be empathic and non-judgmental.
- Ability to handle crisis situations while remaining calm and diplomatic.
- Ability to work as part of a team, as well as ability to handle crises individually with quality decision-making skills.



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- Ability to work within a complex, fast-paced and rapidly changing work environment.
- Ability to effectively solve problems and achieve conflict resolution.
- Ability to work effectively with a wide variety of individuals.
- Ability to demonstrate mature and professional attitude combined with a compassionate nature.
- Ability to model positive discipline techniques and patience with children.
- Knowledge of basic computer skills.

Qualifications:

- Commitment to violence-free relationships, and ending the cycle of violence in our community.
- BA degree in social work, psychology, counseling, or related human services field, or equivalent education and experience required.
- Additional consideration will be given to candidates who are bilingual.
- Experience working with survivors of domestic violence and/or sexual assault strongly preferred.
- Must be available to work evenings, weekends, some holidays, and on-call, as assigned.
- Familiarity with community-based services in Wake County preferred.
- Basic proficiency in Microsoft Office (especially Word, Excel, PowerPoint, and Outlook) and databases required.
- Clear background check.
- Valid driver's license, access to reliable transportation and a clean driving history with the North Carolina Department of Vehicles.
- Demonstrated eligibility to work in the United States.

Employee Signature:		Date:	
Supervisor Signature:		Date:	
Last Updated By:	Tory Moore	Date:	8/15/2020