



**Upper Sioux Community
HOMELESS SHELTER
POSTING FOR HOUSING NAVAGATOR/ CASE MANAGER**

HOUSING NAVAGATOR/ CASE MANAGER:

Full Time: 8 AM – 4:00 PM, Monday – Friday occasional evening/weekend hours

Wage: \$25.00 - \$28.00 per hour/ DOQ

Benefits: Annual leave, Sick leave, health insurance

Reports to: Housing and Social Services Directors

POSITION PURPOSE

The HOUSING NAVAGATOR/ CASE MANAGER for the Upper Sioux Community River Lodge Homeless Shelter and USC Housing facilities will work intensively with clients in the shelter to help them find and keep housing in the community. The case manager may also work with clients who are at risk of homelessness to help them keep their housing and prevent further episodes of homelessness. The Case Manager position is funded from various sources of funding from State and Federal grants to social services:

HOUSING NAVAGATOR/ CASE MANAGER works between Upper Sioux Social Services and Upper Sioux Housing Department to provide Housing Stabilization Services - to help someone move from homelessness to housed and living successfully in the community. There are two types of Housing Stabilization Services – Housing Transition Services and Housing Sustaining Services. The people being served with this set of services may have some type(s) of disability mostly likely mental illness or chemical dependency. These services are targeted at people who are homeless or at risk of becoming homeless. Housing Stabilization Services supports an individual's transition into housing, increases long-term stability in the community and avoids future periods of homelessness or institutionalization. Services will be provided in the client's home or in the community. Services provided will strongly emphasize personal goal setting and developing strategies to achieve them, skill building, client advocacy, and connecting clients with tribal and non-tribal community resources.

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees are expected to conform to the following:

- Fully uphold all principles of confidentiality.
- Adhere to all professional and ethical behavior standards of the organization.
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with the organization's policies and procedures.
- Maintain a current insurable driver's license.
- Display respect and understanding of the organization's philosophy and values.
- Strive to meet performance expectations of working with clients in the shelter or community.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Provide community-based services to eligible adult clients (age 18+) with a disability that impacts their ability to live successfully in the community.
2. Meet with individuals in the community, shelter or in the individual's home. It is expected that time will be spent in direct client interaction.
3. Ensure that services are connected to the person-centered housing plan that is developed with each client and delivered in a manner that is culturally sensitive appropriate following a holistic and person-centered delivery method.
4. Identify and assist with resolving barriers to accessing housing.
5. Support the person in applying for all benefits (county, state, tribal and federal) that will help them afford their housing.
6. Educate landlords on how benefits, i.e., Housing Support (GRH), MSA Housing Assistance help someone pay their rent.
7. Research and contact prospective landlords for availability and information, assist the person with applying for housing.

8. Help the person to understand and negotiate a lease. Ensure the living arrangement is safe and ready for move-in.
9. Identify resources to cover moving expenses and to access household goods.
10. Support the person to maintain housing through prevention and early identification of behaviors that may jeopardize their continued housing.
11. Assist with the housing recertification process both for rental assistance and in negotiating the continuation of a lease.
12. Train and coach on being a good tenant, lease compliance and household management.
13. Support the person to understand and maintain income and benefits necessary to retain housing. Assist the client to set up automatic payments for rent and utilities.
14. Support and coach to build natural housing supports, services and resources within the Reservation and in the surrounding communities.
15. Participate in supervision, under the direction of designated supervisor.
16. Provide program and client transportation as needed.
17. Maintain up to date caseload files of at clients assigned, meeting productivity guidelines, and proactively seeking referrals as needed to maintain a full case load.
18. Maintain billing and documentation in accordance with USC Tribal Gov guidelines and submits billing according to procedures established by department: daily progress/encounter notes, billing encounters, monthly progress reports, and file reviews in health records (either paper or electronic).
19. Input data into the Homeless Manager Information System (HMIS) and Presentive in a timely manner for reporting and funding purposes. (HMIS reporting is a grant requirement)
20. Provide client level data for periodic (quarterly, every 6 months and annual) reporting for grant funded programs.
21. Participate and assist in the tasks associated with client care including evaluation of client safety and appropriate interventions related to their functioning and safety.
22. Act as an advocate for clients as needed.
23. Provide crisis assistance as needed.
24. Attend trainings and conferences to comply with all continuing education requirements, and further enhance technical and programmatic knowledge.
25. Abide by and complies with the rules of confidentiality, Data Privacy Act, mandatory reporting laws, HIPPA requirements, and organizational policies and procedures.
26. Attend community meetings as requested by the Social Services/ Housing Director.
27. Perform other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

- At least 21 years old.
- Successfully complete training immediately within 90 days of the date of hire or before provision of direct services in all the following areas: recipient rights, person centered planning, mental illness, co-occurring mental illness and substance abuse, local community resources, adult vulnerability, resident confidentiality, and other related service area training
- High school graduate or equivalent.
- Valid Minnesota driver's license and valid insurance.
- Knowledge of or being able to learn established concepts, principles and practices related to housing and homelessness, with full consideration of mental, emotional, and physical factors.
- Knowledge of American Indian culture and traditions.
- Complete [mandated reporter training](#), which includes training on vulnerable adult law.
- Complete mandated [Housing Transition and Housing Sustaining](#) training.
- Ability to use critical thinking skills, function independently and make complex decisions based on standards of care, policies and procedures, critical pathways.

- Ability to prioritize activities and organize time effectively.
- Ability to provide good customer service with a patient-centric approach.
- Excellent interpersonal skills in handling interactions with staff, other agencies, groups, and patients and families; capable of working with and actively participating with a diverse multi-disciplinary team.
- Ability to handle sensitive situations in a calm, professional manner.
- Experience with computerized management information systems and capable of entering client sensitive data into HMIS, Procentive and other electronic data information systems.
- Ability to communicate effectively (written and spoken) with co-workers, clients, and outside parties.
- Strong observation, assessment, and crisis management skills.
- Ability to handle stress and unstable client behavior.
- Ability to work independently with minimal direction and within part of a team.
- Excellent organizational and documentation skills.
- Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment use/storage/maintenance of multiple usernames and passwords. Computer-related problem-solving skills using available training and help desk.
- Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.
- Ability to perform other duties as assigned.

PREFERRED QUALIFICATIONS

- Associate degree in on the of the Behavioral Sciences or Applied Science Degree – Human Services and two years of experience working in a shelter or community setting. – OR-
- Bachelor's degree in social sciences, e.g., Social Work, Sociology, Psychology, Chemical Dependency

DIMENSIONS

The position will require working in an office setting as well as making home visits to individuals participating in the program. The position may require working outside traditional office hours to possibly include weekends and holidays. Must be able to work with individuals with a wide range of backgrounds and demographics. The majority of time will be spent meeting with clients and effectively managing time.

To apply: Complete application at the USC Social Services Department, USC Housing Department or Government Center

Opens: February 9, 2024,

Closes: When filled