



**FLSA Status:** Exempt  
**Position Type:** Full-time  
**Date Prepared:** 10/2023

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## **Housing Stability Services Case Manager**

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### **Organizational Overview:**

**HCSF** is a private, not-for-profit corporation created under Chapter 408.033, Florida Statutes, with the mission of providing coordinated health planning designed to enhance the provision of accessible, affordable and high quality health care services to all persons residing in the service district, defined in the enacting legislation as Miami-Dade and Monroe Counties. HCSF is one of eleven local health planning councils under contract with the Florida Department of Health to perform various health care service responsibilities as designated in the statute. Florida Law establishes local health councils as a network of non-profit agencies that conduct regional health planning and implementation activities. HCSF has a long history and a broad range of experience in health services planning, research and community involvement.

Local health councils work with the various communities on efforts designed to improve access to health care, reduce disparities in health status, assist state and local governments in the development of sound and rational health care policies and advocate on behalf of the underserved.

The HCSF has been funded by Miami-Dade County to provide rental housing assistance with housing navigation, housing stability case management and other supports to Miami-Dade County residents living with HIV/AIDS.

### **Summary of Work:**

The Housing Stability Services Case Manager is a compassionate professional who provides one-on-one case management services to individuals or families living with HIV/AIDS who are experiencing housing instability, homelessness, or other housing-related challenges. This position provides support and coordination of services for improved housing stability through the provision of short-term, housing assistance. The Case Manager will work with the internal Housing Stability Services team and external partners to ensure the clients' ability to secure and/or maintain safe, decent, and affordable housing and improve linkages to and retention in ongoing core medical and behavioral health services such as medical care, antiretroviral medications (ARVs), medical case management, mental health counseling, substance abuse disorder services, etc. available throughout the community.

### **Job Duties & Responsibilities:**

- Provides one-on-one case management to individuals and families experiencing homelessness, housing instability and other housing-related challenges.
- Works with highly vulnerable populations to complete thorough needs assessments and develop service plans and goals to address their unique needs and coordinate with internal and external housing support partners to effectively secure services.
- Determines client eligibility for housing assistance services available in the program.
- Supports the efforts of the Program's Housing Navigator, who is responsible for assisting clients to locate suitable housing.
- Ensures that clients are connected to and receiving medical and other services through the HIV/AIDS care system.
- Assists clients in completing applications for benefits, social services, and other support programs available in the community.
- Acts as liaison between landlords, external partners, and other housing service providers.
- Supports client in maintaining housing stability.
- Connects clients to relevant community resources, including social services, employment support, and legal assistance.
- Assists clients in developing budgeting skills, acquiring financial literacy, and strengthening decision-making skills that support housing stability.
- Maintains accurate and up-to-date client case notes, records, and related documentation.
- Maintains client confidentiality and privacy and abide by HIPAA laws.
- Participates in ongoing internal team meetings to discuss client case load.

### **Skills, Knowledge, and Abilities:**

- Strong interpersonal, communication, and problem-solving skills.
- Customer-focused service skills
- Ability to provide case management services in accordance with client-centered, strength-based and trauma-informed philosophy and practices.
- Empathy, cultural sensitivity, and the ability to build trust with clients.
- Maintain an overall philosophy of inclusion and non-discrimination towards people with HIV, Lesbian, Gay, Bisexual, Transgender and Queer (or Questioning) (LGBTQ), and the public.
- Must have an understanding of HIV/AIDS and how the disease affects consumers.
- Must show sensitivity to HIV/AIDS-related issues including stigma, client confidentiality and privacy, and cultural diversity.
- Must be flexible and be accountable for productive outcomes.
- Must be able to prioritize tasks and possess excellent time management and documentation skills.
- Must be able to work individually and as a productive and supportive member of a team.
- Must be able to collaborate with others to problem solve ongoing issues that impact service delivery.
- Works in a way that promotes a safe, healthy environment, and creates no safety hazards or undue stress for self, colleagues, or clients.
- Maintains the Agency Code of Conduct of respect, works well with others, and presents a good attitude toward colleagues and clients.
- Communicates openly with Program Manager and direct supervisor.
- Communicates any problems with workflow as they arise to minimize negative impact.

- Follows the proper chain of command for instructional and informative purposes.
- Must comply with program requirements for service delivery.

### **Education & Qualifications:**

- Bachelor's degree in Social Work, Public Administration, Human Services Administration or related field required or three (3) years providing case management services as described above.
- Relevant experience in housing assistance, case management, or social services.
- Proficiency in client-centered, strength-based and trauma-informed service delivery.
- SOAR Certified preferred, but not required. Completion/certification of training in the SSI/SSDI Outreach, Access, and Recovery (SOAR) model must be acquired within the first 60 days of employment.
- Some knowledge of housing laws, regulations, and non-profit contracting requirements is preferred.
- Proficiency in computer software and databases for record-keeping.
- Proficiency in oral/written English and have the ability to document client progress and activity regularly.
- Bilingual in English and Spanish is a plus.

### **Other Requirements:**

- Valid State of Florida Driver's License with appropriate insurance coverage. Ability to travel, as needed.
- Physical demands are minimal for this position, and includes sitting, standing, walking reaching, light-lifting (less than 25 lbs) and any other office situation. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.
- May require after-hours work and flexibility with scheduling, as necessary.

### **Equal Opportunity Employer**

HCSF is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. HCSF makes hiring decisions based solely on qualifications, merit, and business needs at the time.

### **"At-Will" Employer**

HCSF is an "at-will" employer as defined by the laws of the State of Florida. Consequently, employees serve at the pleasure of the Council and shall not have any property interests or entitlements to continued employment. The employment relationship can be severed at any time by either HCSF or the employee for any reason or no reason, except for an unlawful reason. Lack of funding, including curtailment of grant funding can be a cause for HCSF to terminate the employment relationship.