



[Job Title Insert Here]

Vacated Tenant Services Case Manager

Position Overview:

- This position reports to the **Senior Director of Community Housing** and is responsible for arranging hotel stays and assisting with basic needs for clients who are referred by the City's Vacated Tenant Services program. Services arranging hotel stays, connecting clients to community resources, and maintaining relationships with program partners and hotel partners. This position will also assist with short-term assistance clients in the Success Bridge program.

Key Responsibilities:

- Setting up hotel stays for clients who have been vacated from their housing by the City due to unsafe living conditions
- Ensuring that clients have their needs met while they are staying at temporary hotel placements
- Collaborating with partners in the Vacated Tenant Services program
- Working with the Success Bridge program to provide case management for short-term clients
- Providing case management for approximately 20-25 clients at any one time between the Vacated Tenants Program and the Success Bridge program
- Utilizing a strengths-based approach and focusing on building appropriate relationships with clients in order to help them be successful in reaching their goals
- Collaborating with partners on the Success Bridge team
- Learning about and staying current in regards to community resources that can assist clients
- Maintaining files and staying current with all required paperwork
- Entering Success Bridge client data into Clarity, and completing data corrections if necessary

Qualifications:

- Bachelor's degree in social work or related field preferred
- Extensive knowledge of community agencies and resources in and around Columbus
- Case management/direct service experience preferred
- Working knowledge of Trauma-Informed Care and Cultural Competency
- Ability to both take direction and work independently
- Congruence with agency mission and values required
- Demonstrated skills, knowledge and experience in the following areas required:
 - Ability to manage a caseload while also balancing administrative duties
 - Microsoft Word, Excel and Power Point
- Knowledge of federal, state, and local public policies, regulations, and guidelines relative to homelessness, affordable housing and education.
- Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check required.
- Physical ability to lift and carry file boxes and supplies.

Significant Work Activities:

- Willingness and ability to travel as needed
- Completes other duties as assigned.