



**DEMANDING CHANGE**  
**Ending Homelessness**

**Position:** Housing Sustainability Case Manager, Full-Time

**Reports To:** Program Manager, Project Connect-Newark

**Date:** 12/10/24

**# of Openings:** 2

### **Who We Are**

Bridges is a rapidly expanding, leading non-profit organization specializing in ending homelessness. Bridges began as an outreach organization feeding the homeless. Now these outreach services act as a gateway to forming relationships with our clients, for Bridges to offer individual case management services focusing on health, housing and independence. This unique offering has contributed to our remarkable growth and is the differentiator that sets Bridges apart from other organizations. Our team has worked hard to build a reputation of meeting people where they are physically and mentally, by consistently and effectively providing solutions for housing, by growing our impact in Essex and Union counties, by continuously improving, and by focusing on exceeding the expectations of our clients, our service partners, our volunteers, and donors. If you are experienced and excited about helping people experiencing homelessness, and are passionate about the non-profit space, join Bridges as we strive to give all of our clients a front door of their own.

### **Who We Are Seeking**

We are currently looking for a highly motivated, detail oriented, caring and experience-case manager to be an integral part of our Project Connect Team. A team player who enjoys working in the field to identify and provide services to the most vulnerable people experiencing homelessness. The ideal candidate will be able to work independently and as integral team member to assist person experiencing homelessness. The person will have strong communication, problem solving, conflict resolution, and organizational skills. Bridges is looking for a person who is capable of exercising mature and professional clinical judgment.

### **Responsibilities:**

- Implementation and building landlord relationships
- Conduct home visits
- Case Management for those living in permanent housing
- Finding and obtaining housing
- Identifying sources for housing funding

- Conduct housing-based education
- Credit counseling
- Linkage to appropriate related community resources
- Assisting with gathering documentation
- Increasing income
- Accessing appropriate mental and physical health service
- Other services that can assist an individual to improve his/her quality of life
- Supervised by the Program Director

**You will provide:**

Pre-Tenancy Services:

- Conduct comprehensive “housing-first” assessment to identify participants’ strengths, resources and obstacles towards security permanent and sustainable housing.
- Develop service/ goals plans, monitor, and evaluate clients progress during the assessment process.
- Provide a minimum of weekly case management sessions and more if needed to ensure client is completing applications in a time-sensitive manner.
- Assist clients with obtaining all documents necessary for a successful application.
- Link participants with services for mental/physical health, housing, substance recovery, and other services based on initial intakes and assessments.
- Assist with applications for supportive and subsidized housing and research potential locations for affordable rental housing; build relationships with prospective landlords and identify appropriate permanent housing options.
- Recruit landlords to accept subsidized housing clients, work closely with housing authority to secure leases, and maintain ongoing relationships with landlords to support client housing stability.
- Support move-in to new unit, inspections, and develop plans for rent payment crisis and daily

Tenancy Sustaining Services:

- Provide case management to participants after housing placement, supporting them in adjusting to housing and building long-term connections to community services.
- After housing placement, develop service/ goals plans, monitor, and evaluate clients progress in permanent housing.
- Conduct home visits to ensure sustainability.
- Address the change of “home” and familiar location with tenants; the potential for isolation, how to pay bills, manager visitors and relationships, etc.
- Conduct monthly budgeting session and assist with credit repair.
- Assist with annual recertification for housing sustainability.
- Assist maintaining or improving household income.
- Assist with obtaining and recertification of support benefits, i.e. SNAP benefits to prevent food insecurity.
- Collaborate with community substance abuse and mental health providers to ensure seamless referral services and provide ongoing information, referrals, linkages, and advocacy for all other identified needs.

- Participate in weekly case management and other program meetings.
- Perform other assigned duties to ensure housing sustainability.

**Required Qualifications:**

- BA in social work and/or related field (e.g. Psychology, Sociology, Counseling) or 3 to 5 years' experience providing case management services in a health or social service setting, preferably with homeless persons
- Prior experiences working with an underserved population helpful (e.g., experience with mental health population, drug abuse counseling, life coaching, social work, etc.)
- Excellent written and oral communication skills
- Demonstrates cultural competence and understanding
- Proficient in Google suite and Microsoft Office (Word, Excel, PowerPoint), HMIS
- Outstanding written and oral communication and interpersonal skills
- Strong time management and organizational strategies; ability to manage multiple projects and prioritize efficiently
- Willingness and ability to work with diverse identities and lived experiences.
- Motivation Interviewing and Trauma Informed-Care experience (Plus)
- SOAR Certification (Plus)
- Crisis de-escalation certification (Plus)
- Bilingual- English/Spanish (Plus)
- Possesses valid driver's license with 0 points
- 50% plus travel required (mileage reimbursement or company vehicle when needed)
- Ability to lift 35 pounds

**Recordkeeping:**

- Document and track client progress (Salesforce and HMIS, etc.) according to program standards
- Develop service/goal plans, monitor, and evaluate clients progress in HMIS and KPIs monthly reports.
- Record all intake interviews and subsequent meetings.
- Compile data, prepare reports, and maintain thorough and concise case notes.
- Maintain legible complete files and reporting deadlines.
- Responsible for inputting accurate data in customized database.

**Meetings:**

- Attend City of Newark Outreach and Essex County meetings as needed.
- Participate in weekly case conferences; attend staff meetings and trainings as required.

**Competencies:**

- Communication Proficiency
- Pays extreme attention to detail
- Proactive
- Results Driven

- Ability to multi-task
- Strong notetaking skills
- TEAM PLAYER

**Internal Information**

**Job Type:** Full-time

**Salary:** \$55-\$62K

**Home Office:** Newark, NJ

**Schedule:** 40 hours a week  
Weeknights/or Weekends (as needed)  
Flexible work schedule (when needed)