THE SHELTER ALLIANCE

Housing Case Manager

Full-time • 40 hours per week
Reports to: Executive Director | Location: Office and community-based settings

Position Summary

The Housing Case Manager provides comprehensive, trauma-informed, participant-centered case management to individuals and families experiencing homelessness or housing instability. Through a collaborative process of engagement, assessment, individualized planning, service coordination, advocacy, and ongoing follow-up, the Case Manager helps participants address immediate needs, navigate barriers, and build a practical path toward safe, sustainable housing and greater stability.

This position connects housing assistance with the broader supports that influence long-term well-being, including food access, income and employment, healthcare and behavioral health services, transportation, identification, and public benefits. The Case Manager builds trusting relationships, respects participant choice and strengths, coordinates with community partners, and maintains accurate, confidential records. Sound professional judgment, consistent follow-through, and clear communication are essential to supporting participant progress and responsible program operations.

Key Responsibilities

- **Participant engagement and assessment:** Conduct intakes, needs assessments, face-to-face and telephone contacts, and ongoing follow-up. Identify immediate concerns, housing barriers, existing strengths, and available supports; respond within the scope of the position and agency protocols.
- **Individualized life planning:** Develop and maintain Life Plans in partnership with participants, identifying priorities, achievable goals, action steps, and follow-up timelines. Address housing, food security, income and employment, healthcare and behavioral health, transportation, and other essential needs. Review progress regularly and adjust plans as circumstances change.
- **Comprehensive case management and advocacy:** Provide consistent, trauma-informed support that respects participant dignity, culture, preferences, and self-determination. Help participants navigate services, resolve access barriers, and strengthen their ability to pursue housing and personal goals.
- **Documentation and benefits access:** Assist participants with obtaining identification and other required records, including birth certificates and state identification. Support applications, renewals, and follow-up for eligible benefits, including Medicaid and food assistance. Use authorized systems and appropriate participant consent to assist with eligibility verification and coordination.
- **Housing navigation and placement coordination:** Assist with emergency shelter and motel placements, transitional housing referrals, and permanent housing opportunities in accordance with program criteria. Support housing searches, applications, required documentation, landlord communication, and transitions between services.
- **Partner coordination and referrals:** Maintain communication with service providers, landlords, public agencies, and community resources. Make appropriate referrals, support connections to services, and follow up to identify unmet needs and reduce gaps in assistance.
- **Community participation and outreach:** Attend the Mid Shore Roundtable on Homelessness HCP/CE meetings, including virtual and in-person meetings as scheduled, and share relevant service and resource updates with the Executive Director. Participate in required agency meetings, outreach activities, and Shelter Alliance functions.
- **Field visits and responsive travel:** Travel to participant and partner locations, including hotels, motels, and other community settings, to carry out case management responsibilities. Respond to time-sensitive

needs, including travel on short notice, in accordance with scheduling, safety, and supervisory procedures.

- **Recordkeeping and reporting:** Maintain accurate, timely, complete case notes, assessments, Life Plans, referrals, and service records in approved systems. Meet applicable documentation and HMIS deadlines after completing required training. Provide weekly updates to the Executive Director and prepare additional reports as requested; use aggregate or de-identified information for Board reporting unless disclosure is specifically authorized and necessary.
- **Confidentiality and ethical practice:** Safeguard participant information in written, electronic, telephone, and in-person communications. Follow applicable privacy requirements, agency confidentiality policies, HMIS access and data-sharing rules, and consent or release-of-information procedures. Share only information necessary for authorized purposes, secure records and devices, and promptly report suspected privacy breaches. Maintain professional boundaries and comply with applicable reporting obligations.
- **Agency standards and related duties:** Follow Shelter Alliance policies, procedures, safety practices, and applicable governance requirements. Complete required training and carry out other related duties as assigned that are consistent with the position's scope, qualifications, and organizational needs.

Education and Experience

- Bachelor's degree in social work, psychology, sociology, human services, behavioral science, social science, or a closely related field; an equivalent combination of relevant education, training, and progressively responsible work experience will be considered.
- Three to five years of relevant experience in case management, housing or homelessness services, social services, or a related setting. Candidates with additional relevant experience are welcome to apply. The overall combination of education and experience should demonstrate readiness to manage participant needs, coordinate services, and maintain professional case records.
- Demonstrated ability to build respectful relationships, apply trauma-informed and participant-centered approaches, organize competing priorities, communicate effectively, and exercise sound professional judgment.
- Ability to use standard office software and learn electronic case management systems. Prior HMIS certification or in-depth HMIS expertise is appreciated. Initial and ongoing training will be provided on HMIS standards, agency expectations, confidentiality, data quality, and reporting deadlines. Required access approvals and training must be completed before independent system use.

Working Conditions

Work is performed in the agency office and in community-based settings, including outreach locations, partner agencies, hotels and motels, shelter locations, and other locations appropriate to participant services. Fieldwork may involve varied environments and local weather conditions; staff are expected to follow agency safety and field-visit procedures.

The position is full-time, generally 40 hours per week, with some flexibility in work hours as approved by the Executive Director. Scheduling should support participant access and coordination with partner agencies. Occasional evening or weekend work may be needed for participant services, outreach, meetings, or events, with advance coordination whenever practicable.

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Physical Requirements and Reasonable Accommodations

The position involves driving for agency business; working at a computer; maintaining records; communicating with participants and partners; and moving between office and community locations. Duties may occasionally require lifting, carrying, or moving supplies weighing up to 25 pounds.

The essential functions of this position may be performed with or without reasonable accommodation. The Shelter Alliance provides reasonable accommodations to qualified applicants and employees with disabilities in accordance with applicable law, unless doing so would cause undue hardship. Applicants or employees may contact the Executive Director to request an accommodation in the hiring process or workplace.

General Requirements

- Maintain a valid driver's license and a driving record that meets applicable agency and insurance requirements for assigned driving duties. Maintain any credentials or authorizations required for the role.
- Complete applicable criminal background and driving-record checks in accordance with law and agency policy. Results will be evaluated in relation to the position's duties and applicable legal requirements.
- Complete any legally permitted, job-related health clearance or screening required for the position. Pre-employment medical screening, if required, will occur only after a conditional offer and will be administered consistently to entering employees in the same job category. Employee medical information will be maintained confidentially and separately from personnel records.
- Demonstrate dependable attendance, timely follow-through, respectful communication, discretion, and professional conduct. Maintain appropriate boundaries and work effectively with people from diverse backgrounds and with varied needs.
- Complete required onboarding and continuing training; follow agency policies, safety procedures, confidentiality requirements, and applicable ethical standards. Promptly communicate concerns, service barriers, incidents, or circumstances requiring supervisory guidance.

Supervision and Reporting

The Housing Case Manager reports directly to the Executive Director, who establishes priorities, provides supervision, reviews performance, and supports case consultation and professional development. The Case Manager collaborates with administrative and program staff and contributes to a cooperative, accountable work environment.

Participate in regular supervision, case review, and required meetings; remain receptive to feedback; and complete work within agreed timelines and quality expectations. Provide updates to the Board of Directors when requested and coordinated through the Executive Director, while protecting participant confidentiality.

As The Shelter Alliance grows, the position may include supervision or coordination of designated staff, interns, or volunteers, subject to organizational needs, demonstrated qualifications, and clearly assigned responsibilities.

Role Alignment

This position advances The Shelter Alliance's mission by connecting immediate shelter assistance with comprehensive support that helps participants move toward housing stability and greater independence. The Case Manager is responsible for direct participant services and for communicating service trends, resource gaps, and operational needs to the Executive Director.

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This division of responsibility supports effective collaboration while allowing executive leadership and the Board to focus on organizational oversight, partnerships, fundraising, and progress toward a year-round shelter. Participant information and program experience inform planning through appropriate, confidential reporting channels.

Compensation and Employment Status

- **Base salary:** $48,000–$58,000 annually, based on relevant education, experience, and qualifications.
- **Bonus opportunity:** Eligibility for a bonus of up to 5% of base salary, subject to approved performance criteria and organizational policy; payment is not guaranteed.
- **Benefits:** Medical and dental coverage and participation in a 401(k) plan, subject to the organization's benefits structure, eligibility requirements, and governing plan terms.
- **Employment schedule:** Full-time, generally 40 hours per week.
- **Overtime classification:** Exempt.

Equal Employment Opportunity

The Shelter Alliance is committed to equal employment opportunity and a workplace free from unlawful discrimination and harassment. Employment decisions are based on job-related qualifications and organizational needs without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, disability, genetic information, or any other status protected by applicable law.