

KENOSHA HUMAN DEVELOPMENT SERVICES, INC.

3536 52nd Street
Kenosha, WI 53144



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| Division/Department: | Housing Assistance Services | | |
| Location: | Main Office | | |
| Job Title: | Rapid Rehousing Caseworker | | |
| Reports To: | Homeless Services Program Manager | | |
| Type of position: | <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Contractor <input type="checkbox"/> LTE <input type="checkbox"/> Part-time <input type="checkbox"/> Intern | | Schedule: 40 hours per week or as demanded by the job |

POSITION SUMMARY

This position is responsible for providing and coordinating comprehensive services with individuals and families experiencing homelessness and fleeing domestic violence in a planned, coordinated, and efficient manner.

RESPONSIBILITIES

1. Facilitate the program admission process in a timely manner
 - a. Learn and apply established policies, procedures, and funder requirements as standard practice in the determination of eligibility
 - b. Obtain third party verification of homelessness that determines eligibility for the program
 - c. Enroll eligible participants in the Emergency Homeless Housing (EHH) Rapid Rehousing and in the Continuum of Care (CoC) program Project Safe Space DV Rapid Rehousing Project
 - d. Provide clients with a program orientation at intake meeting
 - e. Enter initial participant/household data into the Client Tracking System and the WI Homelessness. Management and Information System (HMIS) within five days of intake
 - f. Complete participation agreement and enrollment documents with participants

2. Ongoing Case Management services include assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for a program participant who has obtained permanent housing through the Rapid Rehousing program
 - a. Provide mobile case management and advocacy for participants to ensure all clients have access to the available services, which may include meeting at partner agencies, library, coffee shop, or other safe and mutually agreed upon location
 - b. Assist clients obtain safe secure living arrangements by teaching apartment searching skills
 - c. Assist clients move in and out of apartments/houses
 - d. Provide assistance with ensuring participants have access to food and clothing
 - e. Help participants learn to live in housing, maintain their housing in a safe manner and get along with fellow tenants and the landlord/property manager
 - f. Conduct home visits as established with the participant
 - g. Create a comprehensive Housing Stability Plan with the participant and provide appropriate interventions to assist with goal achievement focused on planning a path to permanent housing stability
 - h. Provide opportunities for individualized budgeting and money management services to program participants as needed
 - i. Teach basic, intermediate, and advanced social skills based on need
 - j. Monitor and evaluate program participant progress as established on the Housing and Income Stability plan (must meet with participant at least monthly)
 - k. Coordinate opportunities for educational advancement, such as GED preparation and attainment, post-secondary training, and vocational education as needed
 - l. Assist with job preparation and attainment, such as career counseling, job preparation training, dress and grooming, job placement and job maintenance
 - m. Provide referral to and assistance with accessing mainstream benefits, including food stamps, childcare assistance, and health insurance, mental health, AODA and medical services as needed
 - n. Provide transportation and assist in developing transportation skills
 - o. Conduct re-evaluations to determine ongoing program eligibility for continued rapid rehousing programming
 - p. Work intensively with the participant to establish a discharge plan six months prior to program exit and provide needed interventions to ensure program discharge to housing stability and self-sufficiency
3. Ensure documentation is accurate and completed according to established deadlines
 - a. Complete all required assessments and service plans as directed
 - b. Complete all required EHH Rapid Rehousing and COC DV Rapid Rehousing housing documents prior to requesting security deposits and/or rent payments
 - c. Use Client Tracking System to document client contacts and progress
 - d. Complete data entry into Clarity, the Homeless Management Information System (HMIS) and run reports as required
 - e. Complete check requests on a monthly basis
 - f. Upload and keep housing documents current in the check request system
 - g. Complete and maintain client files and ensure the information matches the data entered in HMIS
 - h. Complete and file discharge plans appropriately
4. Collaborate with Landlords and Other Community Service Providers Collaborating with Emergency Shelters, Homeless Outreach Workers and other service providers working with individuals and families experiencing homelessness
5. Learn and follow the EHH and COC Rapid Rehousing Standards
6. Understand and assist with the management of program and system performance measures
7. Participate in Committee work as desired and requested
8. Participate in the bi-annual Point-in-Time Event as requested
9. Meet with supervisors to review program, paperwork, and case management issues
10. Understand cultural diversity and show respect/sensitivity for others' values and culture
11. Promote a harassment-free environment
12. Complete other tasks as assigned by supervisors

PROFESSIONALISM

1. Conduct oneself in a professional manner
 - a. Maintain the confidentiality and other rights of participants, families and staff and follow HIPPA Guidelines for all verbal and written communication
 - b. Problem-solve difficult situations in a timely manner
 - c. Manage difficult or emotional consumer situations by responding promptly to needs, requests for assistance and services
 - d. Give, receive and act upon feedback from supervisors and co-workers in an appropriate manner
 - e. Maintain professional boundaries with consumers and co-workers at all times
 - f. Understand cultural diversity and have respect for others' values and culture
 - g. Attend training as requested by supervisors, including specialized training on domestic violence, human trafficking and sexual assault as needed
 - h. Other tasks as assigned by supervisors

QUALIFICATIONS: Bachelor's Degree in a human service-related field and/or experience working with individuals and families experiencing homelessness, survivors of domestic violence and/or other issues that put individuals at risk of housing instability.

1. Ability to effectively communicate, both written and verbally, in the English language
2. Must have reliable transportation and valid driver's license with good driving record
3. Must carry own auto insurance with at least 100,000/300,000/100,000 coverage
4. Ability to move 20 lbs. or more
5. Ability to accept high potential risk for exposure to infectious disease
6. Ability to adapt to changes in the work environment, manages competing demands, change approach or method to best fit the situation, and deal with frequent change, delays, or unexpected events
7. Ability to regularly ask, give, receive, and implement feedback regarding programming, treatment, and job performance
8. Ability to maintain records and document case notes daily
9. Ability to give and accept feedback as a part of a team
10. Ability to traverse within the workspace and community frequently
11. Be willing to learn and work with the treatment philosophies
12. Bilingual in Spanish a plus

*If you are interested, please apply online at www.khds.org by **May 15th, 2024***

Follow the [Employment Opportunities](#) link to apply

For questions regarding the application process, please contact HR staff at:

jroman@khds.org or 262-764-8555

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