

VOLUNTEER MINISTRY CENTER



Opening Doors for a Better Tomorrow

**HOUSING CASE MANAGER
JOB DESCRIPTION**

JOB CLASSIFICATION

Non-Exempt

JOB STATUS

Full-time

STARTING SALARY RANGE

\$37,000

Salary Dependent on Experience & Education

REPORTS TO

Director of Resource Center

DATE

03/06/2025

VMC CONFORMANCE STATEMENTS AND UNIVERSAL STANDARDS

In the performance of their respective tasks and duties all staff members are expected to conform to the following:

- Abide by the VMC (Volunteer Ministry Center) values (see attached).
- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with neighbors, staff, volunteers, and other agencies/organizations.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and agencies/organizations.

OUR MISSION

Our mission is to work with any person experiencing homelessness who comes to the Volunteer Ministry Center so they will achieve housing within a definite and limited period of time, and then will access whatever support services are required to maintain that housing. The Volunteer Ministry Center will work to prevent homelessness for those who are marginally housed.

SUMMARY/OBJECTIVE

Facilitate unhoused clients' participation in housing procurement program (pre-housing), define and monitor case plan for individuals who have secured housing (post-housing), and fulfill requirements as directed.

ESSENTIAL FUNCTIONS

- Interview, assess, and assist individuals/families experiencing homelessness towards housing procurement (pre-housing).
- Define and design case plan for housing procurement such as obtaining essential documents for housing including ID, birth certificate, social security card; assisting with applications for Social Security Insurance, Social Security Disability Insurance, Indigent Care, and Food Stamp Cards as they apply to the needs of the neighbor.
- Assist and monitor maturation of case plan.
- Assist client with moving into housing, including the ability to drive a small box truck.
- Provide coordinated and supportive case management services once client has achieved housing (post-housing).
- Maintain working relationships with existing agencies whose mission is serving and empowering individuals experiencing homelessness.
- Serve as community resource relative to housing for other agencies within the Knoxville/Knox County metro area.
- Utilize the HMIS (Homeless Management Information System) for recording all information relative to assigned cases.
- Complete and maintain all records as necessary.
- Participate in Staff Meetings
- Attend weekly community meetings.
- Participate in supervision weekly.
- CHAMP Assessment coverage as needed.
- Serve with meal groups as needed.
- Participate in all required training and development.
- Address and deescalate situations as needed.
- Advocate for Houseless neighbors.
- Complete all other duties as may be assigned.

COMPETENCIES

- Professional Communication – oral and written form
- Initiative
- Problem Solving
- Stress Management and Composure Under Pressure
- Punctual and Dependable
- Organization & Attention to Detail
- Trained to use Narcan (training provided)

SUPERVISORY RESPONSIBILITIES

No supervisory responsibilities.

WORK ENVIRONMENT/EQUIPMENT USE

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

PHYSICAL/MENTAL/SENSORY DEMANDS

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear. The employee must occasionally lift or move up to 25 pounds.

POSITION TYPE/EXPECTED HOURS OF WORK

This is a full-time position. Days and hours of work are Monday – Thursday 8:00-5:00 and Friday 8:00-3:00. Presence at VMC events and Board of Director meetings may be required.

WORK RELATED TRAVEL

Travel is not required for this position.

EDUCATION AND EXPERIENCE

- College education and/or five years of experience working with homeless population.
- Willingness and ability to work within a clinical model and a social work environment.
- Ability to network with other agencies/organization.
- Abiding interest in working in an environment of compassion and accountability with individuals and families experiencing homelessness.
- Must have a valid driver's license.

SKILLS AND PROFICIENCIES

- Work independently with minimal supervision.
- Ability to handle multiple tasks in a busy workplace environment.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Affirmative Action/EEO statement

VMC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, gender, color, religion, sex, national origin, sexual orientation, age, disability, or genetic information or any other class protected by state or federal law.

How to Apply

Interested candidates should submit a resume to Resource Center Director, Andrea Dalton, at adalton@vmcinc.org.

This job description is not intended to be all-inclusive; and employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required.

This organization reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties, or working schedules based on their duty to accommodate individuals with disabilities. This job description does not constitute a written or implied contract of employment.