

Tabor Community Services

**Job Description**

Equal Opportunity Employer

**Job Title:** Hotel Program Case Manager

**Date Revised:** 3/3/2021

**A. Basic Functions:**

The Hotel Program Case Manager (HPCM) will work primarily with clients sheltered in area hotels, placed by the CHART team. HPCMs will travel to hotel locations in Lancaster to locate, meet, and build rapport with individuals and families who are temporarily sheltered in hotels. The goal is to engage with people, especially those experiencing chronic homelessness and/or those who resist seeking services, in ways that help them connect with services when possible or assists them to secure permanent housing directly when feasible.

Case Manager (CM) functions as an extension of CHART (Community Homeless Assessment & Referral Team), when needed, assessing those who cannot or will not access CHART's regular services. The over-arching goal is assisting persons experiencing chronic and episodic homelessness in accessing services when possible and/or securing permanent housing.

**B. Essential Functions:**

1. Meet persons experiencing homelessness, primarily in hotels paid for by nonprofits, especially those who are not connecting to services, and build rapport and trust to help them access available services when possible or if necessary, apply for appropriate resources, and assisting them in obtaining permanent housing directly if/when they are willing.
2. CM services are considered part of the coordinated entry system. As such, CM functions as an extension of the CHART team, completing the CHART assessment and VI-SPDAT as needed for those who cannot or will not access CHART services in the usual way. For this part of the job, CM is responsible to the CHART Manager to ensure that CHART services are provided and documented consistently.
3. Establish and nurture relationships with organizations and service hubs which are working with homeless populations throughout Lancaster County and in Lancaster City, and partner with agencies which may be part of the client's support team.
4. Network with other homeless outreach staff.
5. Locate, meet, and build rapport with people who are experiencing HUD-defined Category 1 homelessness – individuals and families living on the streets, in vehicles, or other places not meant for human habitation – referring them to available resources and services, especially those who are not connecting with mainstream and community resources/services on their own, with special focus on clients seeking temporary shelter in hotel spaces.
6. Assist persons served in attaining documents necessary for obtaining permanent housing (i.e. birth certificates, ID, Social Security cards, documentation of benefits/income, etc.).

7. Assist clients in apply for appropriate benefits, such as Medical Assistance, SNAP, TANF, or unemployment.
8. Assist persons served with practical needs such as backpacks, socks, hygiene items, face masks, sleeping bags or food as appropriate and as supplies are available.
9. Assist persons with housing applications as needed.
10. Maintain a caseload of persons described above, patiently providing supportive services until a warm handoff with another case manager within the system has occurred or the person has obtained permanent housing.
11. Record and maintain client data in the county's HMIS database (Empower Lancaster/ CaseWorthy).
12. Engage and include all necessary partners in outreach and engagement efforts, and serve on committees of the Homeless Coalition as directed by Coordinator.
13. Promote and speak on behalf of the CHART/outreach team in the community when opportunity arises. Seek in-kind and monetary donations to support outreach efforts when and where appropriate.

**C. Other Functions:**

1. Maintain confidentiality
2. Maintain a professional attitude and appropriate boundaries at all times
3. Attend Tabor staff meetings as scheduled and CHART meetings as available
4. Keep up-to-date on best practices and innovative approaches in outreach services
5. Practice flexibility in scheduling work hours and essential duties as needed
6. Complete other duties as assigned

**D. Supervision Exercised:**

None

**E. Supervision Received:**

Reports to Hotel Program Coordinator

**F. Minimum Knowledge, Skills, and Abilities:**

1. Minimum of a bachelor's degree in Social Work or related field or an associate's degree with commensurate experience
2. Must be proficient in MS Word, Outlook and Excel
3. Requires a commitment to the Housing First philosophy of ending homelessness and a Trauma-Informed approach to service delivery
4. Fluency in speaking and writing English is required; bilingual fluency in English and Spanish strongly preferred
5. A valid driver's license and reliable, insured personal vehicle are required

6. Ability to interact effectively with those being served, service providers, and other community stakeholders under conditions that may be stressful
7. Ability to engage effectively with people who may be experiencing untreated mental illness and/or substance use disorders
8. Ability and commitment to be outside consistently engaging with people who are unsheltered day after day regardless of the season or inclement weather
9. Sensitivity to cultural and socioeconomic characteristics of population served
10. A commitment to Tabor’s Core Values, especially to empowering others to resolve their own challenges
11. A conviction about the capacity of people to grow and change
12. Ability to work collaboratively with other outreach staff, various service providers, and other professionals

**G. Work Environment and Physical Requirements:**

1. Standing and walking for extended periods of time throughout the day, reaching with hands and arms, sitting periodically, use of hands and fingers for phone and keyboard
2. Daily walking outdoors in all seasons of the year and in all types of weather conditions
3. Regular computer usage
4. Regular talking and hearing
5. Frequent lifting and/or moving up to 20 pounds and occasionally up to 50 pounds
6. Visual acuity (with or without corrective lenses); close vision, distance vision, and ability to adjust focus
7. Capacity to use stairs is required as is the ability to safely navigate uneven outdoor terrain while walking in inclement weather conditions in order to locate and engage clientele in unsheltered places wherever they may be

**H. Classification:**

1. This position is classified as: “**Regular Full-Time Employment** – Staff members who work 40 hours per week, year round. They are eligible to receive all benefits once they have met requirements described in Personnel Policies Handbook.”
2. This position is classified as non-exempt from overtime and compensation is paid on an hourly basis.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tabor Community Services.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*Equal Employment Opportunity*

Tabor Community Services is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.