

**Position Description**  
**Georgia Mountain Women's Center, Inc.**  
**dba Circle of Hope**

<b>Position Title:</b> Supportive Housing Case Manager <b>Supervisor:</b> Program Manager
<b>Department:</b> Supportive Housing
<b>Status:</b> Full-time <b>Job Classification:</b> Non-Exempt
<b>Hours:</b> 40 hours per week
<b>Position Summary:</b> The Supportive Housing Case Manager provides comprehensive case management services to Permanent Supportive Housing (PSH) and Transitional Housing (TH) program participants. This position aims to support participants in achieving long-term housing stability, self-sufficiency, and overall well-being. Circle of Hope believes that diversity, equity, and inclusion are fundamental values that drive our mission and shape the positive impact we seek to create in our community. We are committed to fostering an environment that celebrates and respects all individuals' unique perspectives, experiences, and backgrounds. Circle of Hope is an equal opportunity employer and welcomes applications from individuals of all backgrounds, regardless of race, ethnicity, gender, sexual orientation, age, religion, disability, and socioeconomic status. Salary and position continuance are dependent upon grant allocations.
<b>Responsibilities and Duties:</b> <ul style="list-style-type: none"><li>• In collaboration with another supportive housing case manager, provide ongoing case management, including check-ins, goal setting, and progress monitoring for PSH and TH participants.</li><li>• Build and maintain collaborative relationships with participants to address individual needs and goals.</li><li>• Conduct intake interviews and initial assessments, developing personalized service plans.</li><li>• Support participants in developing life skills such as budgeting, tenant rights and responsibilities, and independent living skills.</li><li>• Assist participants with housing-related issues, including lease compliance and rent payment.</li><li>• Manage housing units, maintain landlord relations, and handle program documentation for PSH and TH programs.</li><li>• Maintain confidential case management systems addressing participants' legal, medical, and housing needs.</li><li>• Empower participants to achieve self-sufficiency and engage in decision-making.</li><li>• Assist participants in accessing community resources, including mental health services, substance abuse treatment, employment assistance, and other supportive services.</li><li>• Educate participants on tenant rights, domestic violence dynamics, and safety planning.</li><li>• Facilitate smooth transitions from transitional to permanent housing.</li><li>• Provide crisis intervention to prevent housing loss and emotional support as needed.</li><li>• Collaborate and advocate with community partners to coordinate care and resources.</li><li>• Work closely with the Housing Program Manager and other team members to ensure the effective delivery of services across both PSH and TH programs.</li><li>• Co-coordinate both PSH and TH programs, including, but not limited to, managing housing units, maintaining relationships with landlords, and maintaining grant-required programmatic documents.</li><li>• Ensure housing units are furnished and assist with the moving process.</li><li>• Provide transportation to support goal achievement as needed.</li><li>• Adhere to Circle of Hope policies, collect and report program data, and assist with special events and meetings.</li></ul>

**Education:**

- Bachelor’s degree in Social Work, human services or related field.

**Qualifications:**

- Minimum of three years of case management experience, preferably in housing programs or with homeless populations.
- Knowledge of issues related to homelessness, mental health, substance abuse, and trauma-informed care.
- Strong understanding of housing first principles, harm reduction, and motivational interviewing techniques.
- Excellent interpersonal, communication, and organizational skills.
- Must be willing to work a flexible schedule to meet the needs of the families served.
- Demonstrate an understanding of the issue of domestic violence and sensitivity to the plight of survivors.
- Demonstrate knowledge of crisis intervention, motivational interviewing, parenting education, problem-solving and advocacy skills, and community resources.
- Utilize empowerment philosophy, remain nonjudgmental, and work with diverse populations.
- Ability to work independently and as part of a multidisciplinary team.
- Bilingual (English/Spanish) preferred but not required.

**Statement of Understanding:**

I have read the above job description, which contains the essential functions of this position, and understand that management reserves the right to modify this position at any time. I understand the job’s confidentiality and work requirements and agree to accept and carry out these responsibilities and other duties as assigned. I understand that this job description does not constitute an employment contract with Circle of Hope.

Employee

Date