

Housing Stability Counselor
Blackfeet Housing Emergency Rental Assistance Program (ERAP)

Job Summary

This full-time, Temporary position provides intensive case management services to participants in the Emergency Rental Assistance Program (ERAP) to help them achieve and maintain long-term housing stability and realize their other program goals. Employee Identifies and obtains supportive service resources for clients to help them overcome barriers and to increase self-sufficiency. Employee also performs program administrative functions such as conducting meetings, keeping records and preparing letters and reports.

Supervision Received and Exercised

Employee works under the supervision of the Emergency Rental Assistance Project Director.

Job Description

Provides case management and resource coordination to ERAP clients who wish to access this service.

- Works closely with peer Housing Stability Counselors to ensure a smooth transition of new clients and triage client cases, as needed.
- Develop client-driven goals in Individual Housing Stability Plans that identify client needs and barriers to self-sufficiency and work with the clients to ensure these goals are being met.
- Establish effective relationships with ERAP participants and provide case management services to assist them in setting and achieving program goals. Identify obstacles, service needs,

training needs, priorities, and appropriate community resources.

- Provide individualized case management plans to meet client needs.
- Conduct in-office case management services as well as home visits to ensure program rules are clearly understood and being followed.
- Assist program participants in accessing appropriate benefits, community resources and services. Maintain formal or informal partnerships with various agencies and employers, and link program participants to them.
- Provide counseling and education in life skill areas such as housing, parenting, employment, education, financial fitness, public assistance, food stamps and nutrition.
- Maintain accurate and up-to-date program files and client trackers. Track program activity
- quantitatively and qualitatively.
- Conduct work in a variety of settings to provide services, outreach, marketing, and community engagement. Represent the Housing Authority in a professional capacity. Create partnerships and solicit support for the ERAP program, Facilitate stakeholder and community meetings. [n Prepare educational and informational materials related to various program components.

- Create newsletters, brochures or other related documents.
- Contribute to the Client Services Team to advance the program initiatives and special projects.
- Perform other related work as required. Assignments may include after-hours work.

Knowledge, Skills, and Abilities

- Considerable knowledge and experience working as a social services case manager working with vulnerable populations.
 - Understanding of the unique challenges experienced by the ERAP population, such as mental health, addiction, trauma and physical health issues.
 - Demonstrated application of trauma-informed care and harm reduction principles.
 - Considerable knowledge of the principles and practices of case management provision, including motivational interviewing, service plan development, service coordination, and monitoring.
 - Working knowledge of financial literacy principles, mainstream benefits, and community agencies.
 - Skills to provide effective customer service and work collaboratively with program participants and staff of diverse backgrounds.
 - Skills to work cooperatively and develop effective working relationships with co-workers, other
 - Blackfeet Housing departments, outside agencies and organizations, and diverse community groups.
 - Ability to perform basic math calculations.
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- Ability to actively learn and digest new and technical information.
- Ability to communicate effectively, both verbally and in writing, to a wide variety of people and audiences, including clients, staff, and the public.
- Ability to use Microsoft Word with proficiency.
- Ability to use Microsoft Excel with proficiency.