



1818 Corsicana Street
Dallas, TX 75201
P: 214-670-1100
F: 214-243-2025
<http://www.bridgenorthtexas.org/>

Bridge Steps

Job Description

Job Title:	Rapid Re-Housing Care Manager	Department:	Services
Reports To:	Homeless Recovery Supervisor	FLSA Status:	Exempt

SUMMARY: The Bridge is seeking a Care Manager to work with homeless and formerly homeless guests as they transition out of The Bridge to housing. This person will work closely with the Housing Navigator and Care Management Staff to ensure smooth transition out of homelessness for guests. This position will also work off site to provide regular follow up to guests housed through The Bridge Rapid Re-Housing program.

RESPONSIBILITIES:

- Communicate with CoC lead agency for Coordinated Assessment as needed to receive eligible referrals to ensure rapid re-housing program is always maintaining capacity.
- Coordinate with Housing Navigator and guest to perform move-in activities including but not limited to procuring required documentation such as guest application, lease signing and unit inspections.
- Compile guest's application package and reassessment documentation, as required, for review, approval and final timely submission to finance for payment processing for all eligible guests.
- Attend and co-lead regular housing briefings with housing navigator to inform new and potential guests on tenant rights and program opportunities and expectations.
- Develop clearly written individualized service plans to promote self-sufficiency and resolve barriers to overall stability including permanent housing stability, income and employment barriers.
- Maintain accurate documentation in all stages of the housing program in guest related data tracking systems, including case notes.
- Build up to and maintain a caseload of roughly 35 clients in various stages of assistance including on-site care management as well as follow up care management visits in the community based on client need.



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KNOWLEDGE SKILLS AND ABILITIES:

- Ability to quickly establish rapport, trust, and boundaries with guests.
- Capable of working independently to achieve stated program goals with minimum day to day supervision.
- Knowledge of psychosocial theory, best practice methods in care management and social work ethics.
- Experience with homeless management data tracking systems such as Client Track a plus.
- Knowledge of local community resources a plus. Reliable transportation (automobile), current driver's license and valid liability insurance is required.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Social Work or related field. Master's degree preferred. Extensive professional experience in the field may be considered in lieu of preferred formal education requirements.
- 2 years of professional experience working with homeless or closely related special needs population in a case management capacity.
- Housing and follow up case management experience is a plus.

IMPORTANT QUALITIES:

- *Compassion:* Must have compassion for homeless population and be able to show compassion in stressful and difficult situations
- *Interpersonal Skills:* Must be able to make our guests in shelter and in housing feel comfortable in discussing sensitive issues and barriers.
- *Organizational Skills:* This position requires proper documentation and that all reporting is accurate, well documented, and completed in a timely manner.



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- *Problem Solving Skills:* This position works with guests, housing navigator, care management team and leadership to solve any issues that prevent housing placement or may threaten continuation of housing for program participants.
- *Time Management Skills:* This position must multi-task and track closely each guest's independent timeline as they process through the program and ensure intakes, recertifications, and exits are all done in a timely manner based on each guest's stage in program completion.

WORK ENVIRONMENT:

- This position will work both on site at the Bridge homeless recovery center as well as throughout the community at various apartment complexes where guests will be housed.

NOTE: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I can perform the essential functions of this position.

Employee Signature

Date

Human Resources Signature

Date