Position: Manager of Housing Case Management
Department: Health Services
Program: Nursing
Reports to: Senior Manager of Psychosocial Case Management
Salary: $80,000/Annually
Status: 100%, Full-time; Exempt; Regular
Probation: 180 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403B retirement plan

**JOB SUMMARY:** Under supervision of the Senior Manager of Psychosocial Case Management, the Manager of Housing Case Management is responsible for the implementation of housing case management programs and tasked with the day-to-day management of contract administration, reporting, and managing the Health Services housing case management team.

**ESSENTIAL FUNCTIONS:**

1) Provide management oversight, supervision and direction for housing case management services;
2) Coordinate and provide leadership for all homeless services initiatives in Health Services;
3) Manage a team of housing case managers in accordance with contracts guidelines and scopes of work;
4) Manage multiple contracts to ensure effective fiscal management and compliance is in accordance with each contracts requirement;
5) Responsible for all human resources functions for Housing Case Management staff including hiring, terminating, and disciplinary action; maintains appropriate documentation and ensures compliance with all LA LGBT Center (Center) policies and requirements;
6) Mentor, guide and coach staff to expand their capabilities and expand the capacity within the organization; develop positive team relationships;
7) Ensures that staffing levels and coverage are adequate to meet patient care and regulatory requirements;
8) Coordinate and document client grievances, appeals, and incidents in accordance with the policies and procedures;
9) Support the staff in maintaining files, preparation for audits, monitors, correction of any deficiencies and quality assurance;
10) Maintain statistical client data, including entering client data into HMIS, CHAMP and other databases as determined by contract policy;
11) Prepare internal/external reports on client services activities as in compliance with the subcontract;
12) Participate in regular staff meetings, staff training programs, and supervisory sessions;
13) Attend monthly meetings with housing specialist teams, subcontractors, and community providers within the region;
14) Support staff to identify clients for appropriate housing placement, such as crisis beds, Section-8, substance abuse programs, transitional living, etc;
15) Ensure staff provide home visits as on-site supportive services to support housing retention, frequency is determined by contracts retention policy;
16) Ensure staff maintain organized and accurate client records and statistical data, including appropriate progress notes;
17) Operate office machines, such as photocopiers, scanner, facsimile machines, voice mail systems and personal computers;
18) Adhere to policy, procedures and the professional code of ethics;
19) Other duties as assigned;

**JOB QUALIFICATIONS AND EXPERIENCE:**

1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
2) A passion for the Center’s work and its mission to make the world a better place for LGBTQ people;
3) Minimum five years of experience in management of housing case management programs;
4) 4-8 years of education in an accredited program in administration, social work, or behavioral health sciences, a plus;
5) Extensive knowledge of HIV infection, transmission, treatment and prevention;
6) Extensive knowledge of the Los Angeles Coordinated Entry System (CES);
7) Knowledge of community resources and referrals for housing, HIV, mental health, case management, and additional appropriate referrals;
8) Excellent verbal and written communication skills, including strong interpersonal and organizational skills;
9) Strong computer skills and knowledge including word processing, database operations, spreadsheets, electronic health records and other software systems;
10) Access to reliable transportation and the ability to be insured;
11) Training in Motivational Interviewing and Trauma informed training preferred;
12) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration status, and physical abilities in a multicultural environment.

E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org   website: www.lalgbtcenter.org
Or submit cover letter with application/resume to:
Los Angeles LGBT Center, Human Resources Dept., 1118 McCadden Place, Los Angeles, CA 90038

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.