

### **Rapid Re-Housing Success Coach**

**Position Summary:** We are seeking a passionate individual to provide case management services to homeless families referred to Family Promise of Greater Orlando for the rapid rehousing program (RRH). As a RRH Success Coach you will be responsible for managing a case load of families with multiple barriers, as they work toward housing and economic stability. This is a field-based position responsible for providing client centered case management services involving a great deal of direct service interaction, partnering with various client stakeholders and system collaboration with other community service providers. As a RRH Success Coach, you will partner with external employment support services in efforts to increase family income and probability of long-term stability. The ideal candidate will have experience providing direct services and knowledge of the continuum of care in Central Florida. The candidate must be comfortable conducting home-visits, have a great deal of flexibility in their work schedule to meet varying client and programmatic needs, a strong sense of professionalism and the ability to multitask.

*This is a full-time non-exempt position reporting to the Program Manager.*

#### **Highlighted Duties and Responsibilities:**

- Work with adults to develop housing stability plans that incorporates goals for both adults and children, related to core goal areas: finding stable housing; increasing income, and family stabilization and support.
- Meet weekly and as needed with families on caseload to develop case plans, review progress, coordinate and broker services, and assist clients in meeting the established goals.
- In collaboration with families and Housing Locator Specialists, assist with housing search and placement process, sometimes accompanying families to view units, advocating for families with landlords and assisting families with applications and other paperwork.
- Network with community resources for housing, employment, substance abuse treatment, mental health treatment, training, etc. and makes referrals as appropriate.
- Complete required assessments with families.
- Obtain signed release of information forms and communicate regularly with staff at treatment programs, and vocational programs.
- Enter client information in the Homeless Management Information System (HMIS) and submit documentation of all client related interactions on a timely basis.
- Coordinate with the other case managers at agency to ensure all clients are covered.
- Assist with duties at the Day Center as needed.

#### **Qualifications**

- Bachelor's Degree in Social Work (or related field) required. MSW preferred.
- Minimum of two years' experience in direct service/administration in the non-profit sector related to housing, shelter, or family services required.
- Knowledge of evidence based best practices.
- Experience collaborating and partnering with other social service providers.
- Experience with HMIS or similar data base is a plus.
- Ability to think critically and utilize good judgement.
- Ability to maintain client confidentiality and professional boundaries.

- Knowledge of community resources.
- Strong interpersonal and engagement skills required.
- Strong communication skills, including verbal and writing.
- Must be proficient in Microsoft Word/PowerPoint/Excel.
- Proven ability to submit timely, detailed and accurate case notes.
- Strong attention to detail and ability to prioritize individual and agency needs.
- Ability to multitask and work in a fast-paced environment.

**Additional Skills and Requirements:**

- 80% of the work is performed in the field and 20% in an office environment.
- Infrequent lifting of materials of up to 50 pounds may be necessary.
- All potential candidates must pass a background check, drug test, have their own vehicle and possess a valid Florida driver's license.