Job Posting

Position: Housing Case Manager
Direct Supervisor: Director of Community Based Housing
Status: Full-time, with benefits
Pay Rate: $40,040; add’l based on education, experience, licensure & credentials
Hours: 40/ week inc. some weekday evenings; participates in on-call rotation
Location: Ypsilanti

Application Instructions: Send cover letter and resume to joinus@ozonehouse.org. (no calls).
Indicate “Housing Case Manager” in the subject line.
Materials reviewed as received.

Purpose of Position:
This position is responsible for providing case management, counseling, life skills training and other supportive
services to homeless youth and/or youth living in supportive housing programs to assist them in achieving and
maintaining safe and stable housing and increasing overall self-sufficiency. Services are provided in the office, at
partner organizations, virtually and in the community.

Qualifications
• Bachelor’s degree in Social Work or related field required
• Minimum of 2 years experience working with homeless, runaway, or other youth in crisis
• Experience facilitating groups and knowledge of group dynamics
• Comfort with outreach work and meeting clients in their own homes or in the community
• Ability to effectively engage youth with diverse identities, including intersecting identities of race, ethnicity,
socioeconomic background and sexual orientation/ gender identity and expression
• Ability to effectively manage crisis situations
• Ability to collaborate effectively with public systems and other providers
• Strong written and oral communication skills and organizational skills
• Facility with word processing, information management systems and web navigation
• Flexibility in work schedule, including some evening availability
• Valid State of Michigan driver’s license, current auto insurance, and access to reliable transportation

Employment Qualifications
Ability and desire to work well independently and as part of a team. Prior success working closely and building
relationships with a diverse group of people. Demonstrate a high level of personal and professional integrity and
trustworthiness. Possess a strong work ethic, ability to take initiative, and require minimal direction to “get the job
done”. Demonstrate passion for Ozone House’s mission and an environment that promotes best practices, social
justice, and creativity.

Job Responsibilities and Duties
Case Management Duties
• Provide case management services to homeless and at-risk youth and their families, including resource
information, navigation guidance, advocacy, and other assistance.
• Provide on-site, and in-home (when indicated) strength-based and harm reduction services to homeless,
housed, and at-risk youth and their families.
• Maintain an active caseload of 15 – 20 clients at any given time.
• Incorporate independent living skills training into advising homeless, housed, and at-risk youth.
• Provide employment skills training and employment support to homeless, housed, and at-risk youth.
• Facilitate referrals and linkages to Ozone House and other community services and resources. Monitor follow-through and/or success of these connections.
• Partner with youth to set goals and develop service plans. Monitor progress and update plans as necessary/required.
• Develop and implement after care case plans for residential clients.
• Complete documentation for each case assigned including assessments, service plans, progress notes, review forms, discharge summaries, and related forms in accordance with funding requirements and agency standards.
• Conduct initial and on-going assessments of strengths and barriers to healthy functioning. Assess needs, make eligibility determinations, and facilitate referral or placement of clients seeking emergency, transitional, or independent housing assistance.
• Provide psychosocial assessments for runaway and homeless youth as needed/assigned.
• Provide and coordinate health, nutritional, educational, and socio-emotional services, support and/or referrals.
• Maintain the on-call phone on a rotating basis to provide 24-hour crisis intervention and emergency assistance to homeless and runaway youth and their families.
• Attend Community Housing Prioritization meetings.
• Regularly and responsively communicate with identified staff at SOS Community Services, the Delonis Center and other partner organizations.
• Conduct weekly outreach to youth at SOS Community Services and the Delonis Center. Administer screenings, provide crisis intervention, and facilitate linkages to Ozone House and other resources.
• Research and maintain listing of affordable and accessible housing in Washtenaw County.
• Attend monthly client meetings. Support resident participation, facilitate goal setting, and document decisions and agreements.
• Participate in regular case review and program development meetings. Provide weekly case update for each youth.
• Support residents to balance self-determination with the expectations/requirements of the program.
• Facilitate community building and positive relationships among residents.
• Engage residents in aftercare planning and provide aftercare services for 6-months post exit.

Meetings & Other Duties
• Attend and participate in scheduled supervision weekly.
• Attend and participate in regular Housing Team staff meetings as scheduled.
• Attend Ozone House All-Staff meetings.
• Attend and participate in Housing Team case conferences.
• Attend trainings and seminars to promote professional development (as requested/approved by supervisor).
• Communicate significant updates and instructional information regarding clients to pertinent staff members.
• Coordinate and/or assist with activities or client events as assigned.
• Conduct building opening and/or closing duties as assigned.
• Serve as a Crisis Line Training role play facilitator at least 2 times per year.
• Complete additional tasks as assigned.

Ozone House is an Affirmative Action employer. We strongly encourage the following groups to apply: people of color, individuals who have experienced poverty or economic hardship, people who identify as LGBTQ and men.