



Housing Solutions of Northern Arizona Job Description

Position Title: HSNAZ Housing Case Manager

Employment Details: Full Time
Monday to Friday 8 a.m. to 5 p.m.
Exempt Position
Salary \$55,000 plus benefits
Benefit eligible

Job Location: JoJo's Place
2918 E Rt 66
Flagstaff, AZ 86004

Oakwash Apartments
1089 S Rt 260
Cottonwood, AZ 86326

Housing Solutions of Northern Arizona History:

Housing Solutions of Northern Arizona, Inc., is a local 501(c)3 nonprofit organization, founded as the Affordable Housing Coalition in 1990 through the grassroots efforts of local citizens concerned about the lack of affordable housing in the Flagstaff community. We expanded from an advocacy organization to one that focuses on programs designed to help local residents identify and maintain safe, decent, and affordable housing. Our mission is to build opportunities for sustainable, affordable housing in Northern Arizona. Programs at HSNAZ include housing counseling, the construction and management of affordable rental units, transitional housing programs like JoJo's Place and Sharon Manor, the operation of Sharon's Attic thrift store, and Community Loan Center of Arizona.

Housing Solutions of Northern Arizona's Non-Discrimination Policy:

Housing Solutions of Northern Arizona, Inc. is an equal opportunity employer and provides equal employment opportunities to otherwise qualified individuals without regard to age, race, color, gender, sex, pregnancy, sexual orientation, ethnicity, national origin, religion, marital or familial status, disability, or veteran status. The practice of non-discrimination applies to all employees, volunteers, applicants for employment and applicants for volunteer opportunities, and to all terms and conditions of employment.

Summary:

This position provides individual case management for clients and tenants of Housing Solutions of Northern Arizona (HSNAZ) to assist in their ability to acquire and maintain access to safe, stable housing. They will assist residents at JoJo's Place, Oak Wash Homes and additional HSNAZ programs with the development and implementation of an Individual Action Plan to secure permanent, stable housing as well as meet with residents to assist with referrals to programs for additional assistance and to meet basic needs. Examples of referral agencies include: The Guidance Center (mental health and substance use disorder support), Southwest Behavioral Health (mental health services), Child and Family Support Services (mental health



services), Coconino Community Services (financial assistance), DES (child care and financial support), Salvation Army (financial support), Catholic Charities (financial support), North Country Community Health Center (physical and mental health supports), Flagstaff Housing Authority (permanent housing resources) and Flagstaff Family Food Center (food support). They will provide case management during crisis situations for residents as well as assist the Program/Property Manager in program design, group meetings, training, orientations and conflict resolution.

Essential Duties and Responsibilities:

- Interview and evaluate prospective residents to the programs along with the Program Manager and Director of Rental Programs
- Provide referrals to community agencies to increase the assistance residents receive through the program
- Assist tenants in creating and implementing permanent housing plans, connecting tenants with permanent housing resources and navigating application/eligibility processes
- Create and monitor individual action plans for residents at JoJo’s Place and Oak Wash working to achieve self-sufficiency
- Meet with residents to monitor long-term goal planning and success
- Identify outside community resources for residents in the program, as needed
- Assist Program Manager in the development and implementation of group programs
- Represent JoJo’s Place and Housing Solutions at public meetings such as weekly Case Conferencing community meetings and media events
- Assist with special events for JoJo’s Place and Oak Wash residents
- Collaborate with other social service agencies such as Catholic Charities, Flagstaff Shelter Services, and Coconino County Health and Human Services, etc.
- Attend appropriate training sessions to ensure housing programs are implemented in accordance with grant funder guidelines
- Attend Staff Meetings
- Assist the Director of Rental Programs and Scattered Sites Housing Stability Coordinator with other duties as assigned for additional housing programs within HSN AZ

Minimum Qualifications:

Successful candidate must have a bachelor’s degree in social work, or a related field, and/or a minimum of two years of experience in similar environments. They will also demonstrate good written and oral communications skills, as well as an ability to work cooperatively with other team members. Must be willing to travel to sites throughout Northern Arizona on a regular basis, such as Cottonwood.

Preferred Qualifications:

- Bilingual in Spanish
- Experience in housing or nonprofit organization
- Knowledge of Northern Arizona resources and services
- Master’s Degree in Social Work or Similar Field