



**POSITION TITLE:** HUD/DHS Case Manager  
**SUPERVISOR:** HUD/DHS Programs Manager  
**COMPENSATION:** \$21/hr, Full Time (40hrs), Medical/Dental/Vision, Flextime, Holiday Pay after 90 days.

## **POSITION SUMMARY:**

This role is predominantly based around helping clients access permanent housing and gain stability in their lives regardless of their current situation. The Case Manager helps clients get into housing, advocates on the client's behalf, works collaboratively to retain their housing, and supports participants through connections with internal and external referrals. The case manager's role is to model positive social skills, engage, and support the client to feel empowered, and advocate for their housing needs while retaining the Housing First model. This position is in-person and telework/remote work is not available. Travel is required frequently throughout Lane County, and occasionally out of county for training.

## **RESPONSIBILITIES:**

- Set a tone of inclusion, non-discrimination, and respect for all.
- Assist in housing search for unhoused clients.
- Assist client in reducing barriers to acquiring housing or maintaining stability, acquiring necessary benefits, job searching, healthy parenting, and more.
- Perform home visits to evaluate client needs regarding housekeeping or other tenant responsibilities that could place their housing stability in jeopardy.
- Work closely with the client and their support systems to create a service plan that meet the client's needs and self-identified goals.
- Aid clients in reducing barriers to achieving their goals.
- Work to collaboratively find solutions to client barriers with other service providers.
- Track, report, and submit timely records each month.
- Attend required meetings and trainings.
- Model healthy communication and social skills with clients, coworkers, and community partners at all times.

## **QUALIFICATIONS:**

- An associate's or bachelor's degree plus a minimum of three years' experience working with people of low-income; or, equivalent experience working with people of low-income, unhoused clients, individuals and families living with mental health conditions/concerns, physical disabilities, chemical dependency, interpersonal violence, or other abuse histories.
- Experience requirements can be substituted for lived experience of homelessness, involvement in the DHS child welfare system, and other lived experience that pertains to the position as long as all other qualifications can also be met. Former clients of any SVDP program must be at least 2 years post exit from a SVDP program, and at least 1 year post exit from an outside agency program.



# St. Vincent de Paul Society of Lane County, Inc.

P.O. Box 24608, Eugene, OR 97402  
www.svdp.us and on Facebook

Phone: 541.687.5820  
Fax: 541.683.9423

- An understanding of how trauma, systems, systemic oppression, race, ethnicity, gender, and sexuality impact people experiencing homelessness and poverty.
- Knowledge of the mental, emotional, and physical impacts of trauma.
- Experience in managing a caseload with date-sensitive timelines.
- Flexibility to function well independently and as part of a team.
- Experience maintaining client confidentiality and a professional code of ethics.
- Active listening skills and ability to acquire information in healthy ways and help problem solve sensitive issues non-judgmentally.
- Computer proficient and ability to use smartphone, email, Microsoft Office Suite, and other programs necessary.
- Knowledge of federal/state/ local Fair Housing laws and policies.
- Demonstrated experience in motivating others and coaching clients.
- Knowledge of the local social services system or system navigation.
- Skills to create and maintain healthy professional boundaries.
- Strong verbal, written, and interpersonal communication skills.
- Ability to understand complex written and oral instructions/rules/procedures.
- Ability to articulate program guidelines and requirements to those with a variety of abilities and backgrounds.
- Knowledge of the daily realities and stressors facing unhoused people.
- The ability to pass a drug screen (including cannabis), a background check, and other SVDP hiring requirements.
- A current, valid driver's license, insurance, and ability to be insurable through SVDP's driver insurance is **REQUIRED** for this position.
- Is comfortable driving clients in a company vehicle.

Please fill out a St. Vincent de Paul application and submit it with your resume. A SVDP application must be completed in its entirety for it to be considered complete. The application can be found at [www.svdp.us](http://www.svdp.us) or at 2890 Chad Drive.

**Disclaimer: All employees and prospective employees of St. Vincent de Paul will receive equal employment opportunity without regard to race, color, religion, sex, age national origin, disability or any other trait protected by applicable law. Promotions, transfers, training, compensation benefits and all other employment considerations will be administered without regard to race, color, religion, sex, age, national origin, disability, or any other trait protected by applicable law.**

**I understand that this list may not exhaust every situation. I understand the above duties and responsibilities for the Case Manager position. I agree to perform the listed job duties, as well as any other duties assigned while an employee of St. Vincent de Paul.**

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Case Manager Signature

Date

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Supervisor Signature

Date