



## JOB DESCRIPTION

### Housing Stability Case Manager

#### Full Time Position

**Supervisor's Title: Housing Program Manager**

#### Job Purpose

The Housing Stability Case Manager functions as an integral member of the team, reflecting the essential value that youth, peer and ally partnerships provide the organization with its strength and uniqueness. The Housing Stability Case Manager works to ensure their duties are in alignment with the values and mission of Zebra Coalition. This position provides direct youth-centered and strengths-based case management to youth experiencing homelessness. The purpose of the Housing Stability Case Manager is to deliver a multitude of functions in order to effectively provide housing to reduce youth homelessness among our population. The Housing Stability Case Manager will work under the HUD Rapid Rehousing Contract with Zebra Coalition providing case management, advocacy, support, and follow up services to youth assigned to various locations within Orange, Seminole and Osceola County.

#### Duties and Responsibilities

- Works directly with youth to determine areas of need, set goals and develop a case management plan.
- Facilitates application and paperwork process that enrolls clients in the program through the HMIS Coordinated Entry System.
- Works with Housing managers at various apartment communities on behalf of clients
- Ensures all required documentation is submitted to Homeless Services Network.
- Coordinates with other community agencies to facilitate accomplishment of case management goals including housing and economic empowerment.
- Conducts follow-up meetings with clients to assess progress of case management goals and identify areas requiring further assistance through home visits and office appointments.
- Maintains contact with service providers to ensure client's needs are being met.
- Provides youth flexible, responsive case management that address their variety of needs including accessing shelter; obtaining identification; enrolling in high school, GED programs, and college; navigating financial aid; accessing public benefits; connecting to health, mental health, and substance abuse care; accessing childcare; connecting to employment and permanent housing; and other supports.
- Provides support at Zebra Coalition's Drop-in Center.
- Works with the Zebra Coalition team to continually develop and update policies and practices to best meet the needs of youth and honor our values.
- Works closely with the Zebra Coalition team to study and continually develop our trauma-informed/resiliency/strengths-based approach to our work, practiced through the lens of race equity.
- Maintains contact with service providers to ensure youth's needs are being met.



- Records and compiles statistical data on clients.
- Performs other duties as assigned.

### **Qualifications**

- Minimum of an undergraduate degree in Social Work, Psychology, Counseling, or related field is required.
- A minimum of one year of case management experience, preferably working in a youth serving organization.
- Understanding and familiarity with housing and homelessness systems.
- Experience, ability, desire, and commitment to working with LGBTQ+ youth.
- Ability to provide effective and immediate crisis intervention for clients.
- Ability to facilitate support groups.
- Ability to communicate effectively both orally and in writing.
- Basic to intermediate computer and data entry skills.
- Ability to provide leadership in a work and community setting.
- Professional experience may be substituted for formal education.

### **To Apply**

Visit [zebrayouth.org/careers](http://zebrayouth.org/careers) for additional details. Please submit a cover letter and a resume in a Microsoft Word or Adobe PDF document by email to [info@zebrayouth.org](mailto:info@zebrayouth.org). No phone calls or in-person applications please.

### **About Zebra Coalition**

The mission of Zebra Coalition is to support and inspire LGBTQ+ youth. Zebra Coalition is a network of organizations, which provide services to lesbian, gay, bisexual, transgender, and all youth (LGBTQ+) ages 13 - 24.

Zebra Coalition assists young people facing homelessness, bullying, isolation from their families, and physical, sexual and drug abuse with individualized programs to guide them to recovery and stability.

This position is located in Orlando, Florida.

### **Equal Opportunity**

Zebra Coalition is an Equal Opportunity employer. We actively seek applications from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, HIV/AIDS status, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.