



Job Description: Housing First Case Manager/Navigator

Reports to: Program Director

Compensation: \$15-\$20/hr

Work Schedule: Part-time 30 hours a week

Summary of Position

Casa Q will be managing 5- apartment units in central Albuquerque focused on stabilizing lesbian, gay, bisexual, transgender, queer and questioning (LGBTQQ+) youth 17-22 years old who are at risk of or experiencing homelessness. This is a grant-funded position for 12 months.

Case Manager/Navigator will be part of the agency-wide team that will offer direct services and active referrals to meet the needs of residents.

TLP Case Manager will offer Casa Q residents participants a range of services and daily support. This includes client advocacy, case management, linkage to community services (i.e. Mental Health/Substance Abuse Services, benefits establishment, health care, educational/vocational services, etc.) with the goal of placement and stability in permanent housing. These staff will provide individualized client support by helping each client develop a plan to address their barriers, increase their income and obtain, maintain and sustain permanent housing.

Primary Duties and Responsibilities

- A. Act as a liaison with clients by providing a continuity of services as they move through services from homeless to permanent housing.
- B. Implement a service coordination model and process that includes the following tasks: pre-screening of potential clients, primary intake and assessment, case plan development, implementation, evaluation and referral to internal and external sources. Acting as an advocate for clients to enter the program and for their participation in external services as needed.
- C. Meet with clients weekly to monitor and revise case management plan.
- D. Facilitate life skill exercises and peer support activities including the areas of independent living skills, nutrition and budgeting, house meetings, social events, employment linkage, benefits establishment and other services as needed to assist in reaching case plan goals groups for clients. Coordinate and schedule presenters and group leaders.
- E. Encourage and promote an environment that is strength based to assist clients in meeting their individual goals.
- F. Act as a mediator between program participants/Family when necessary.
- G. Maintain and operate Casa Q emergency hotel voucher program

Competencies

- A. Proven ability to work and advocate effectively with LGBTQ+ youth.
- B. Clear understanding of the Youth Development Model and Trauma Informed Care and Nurtured Heart Approach.
- C. The ability to manage multiple projects simultaneously and complete weekly deadlines.
- D. Computer skills with proficiency in Microsoft Office.
- E. Knowledge of community services, local resources.
- F. Problem solver regarding youth's daily schedule.



- G. Knowledge of case management models, assessment, plan development and intervention techniques.
- H. Skilled in written and oral communication.
- I. Problem solving and conflict resolution skills.
- J. Ability to work with diverse communities and exercise mature judgment.

Required Qualifications

- Associates' degree or 30 credit hours in a related field with 1 years experience; or Associates' degree or 30 credit hours in an unrelated field with 2 years experience in case management; or High School Diploma/GED with 5 years experience in case management.
- Experience case managing with at-risk and marginalized populations such as LGBTQ youth or youth experiencing homelessness for 12-24 +months.
- HMIS reporting experience is a plus.
- Experience and/or training in youth-centered, strengths-based and trauma-informed care approach.
- Strong written and verbal communication skills. Must be organized and able to generate and complete work in a timely manner. Ability to make sound decisions independently and as part of a team in a fast-paced environment.
- Demonstrates healthy boundaries at all times, with an awareness of personal views, experiences, limitations, and self-care.
- Must be at least 21 years of age.
- The position is subject to a criminal background check (post-offer).
- New staff must be COVID tested before on-boarding and COVID vaccinated.

Apply : Send resume to Program Director : steven.serrano@casaq.org

Visit www.casaq.org for more info.