



2200 Lucien Way, Suite 325
Maitland, FL 32751
www.RISEcs.org

POSITION: Housing Case Manager
PROGRAM/DEPT: Pathways to Home
PAY: \$40,000 - \$49,000

ABOUT RISE COMMUNITY SOLUTIONS: RISE Community Solutions works to strengthen families and the communities in which they live. We offer coordinated solutions to help families get ahead of the challenges that can lead to disruption, including youth mental health, child victim advocacy, and family homelessness. We meet our mission with the philosophy that families will be most successful when supported by strong communities that have ample capacity to meet their needs. RISE Community Solutions utilizes an approach which *Restores, Inspires, Strengthens and Empowers* those we serve. To learn more about us, visit www.RISEcs.org.

PURPOSE: Provides direct support to families with children experiencing or at risk of homelessness. This role helps families obtain and sustain stable housing and improve overall self-sufficiency through the coordination of services, development of case plans, and guiding families through the Pathways to Home program in Orange, Osceola, and Seminole Counties.

KEY RESPONSIBILITIES:

Case Management:

- Manage a caseload of up to 20 families enrolled in the Pathways to Home program, ensuring consistent application of the case management model to help families secure and sustain permanent housing.
- Conduct home visits and engage with clients in varied environments.
- Develop, implement, and monitor Family Case Plans in partnership with each household; meet with families at least monthly (in-person or virtually) to assess progress, adjust goals, and provide supportive guidance toward housing stability and increased income.
- Coordinate and authorize service referrals and supportive resources (e.g., employment assistance, childcare, behavioral health services) to address barriers to housing, promoting client self-sufficiency and long-term success.
- Review and submit funding authorization requests and require supportive documentation accurately and within designated timeframes to ensure timely delivery of financial assistance and program compliance.
- Provide individualized support and connect participants to appropriate community resources and service providers to help them secure stable income and maintain long-term housing stability.
- Monitor and evaluate client progress regularly, documenting outcomes and adjusting services as needed to support client success; escalate complex situations to supervisors or partner agencies when appropriate.
- Enter and maintain case data in client management systems (e.g., HMIS) within required timeframes to ensure accurate reporting, program compliance, and performance monitoring.
- Participate in interdisciplinary case reviews, staff meetings, and program trainings to ensure alignment with organizational standards and consistent application of trauma-informed, culturally competent care.

Additional Functions & Expectations:

- Participate in community engagement activities and organizational events, including outreach, educational workshops, or family support initiatives, to strengthen program visibility and client connections.
- Support continuous quality improvement efforts by identifying service gaps, sharing client feedback, and contributing to program evaluations or strategic planning sessions.
- Assist with onboarding, training, or mentoring new staff and interns, offering guidance on case management practices, program protocols, and client engagement strategies as needed.
- Maintain consistent, on-time attendance to fulfill scheduled client meetings, team collaborations, and reporting deadlines, unless protected under applicable leave policies or laws.
- Follow all agency personnel policies and procedures, including confidentiality standards, ethical guidelines, timekeeping protocols, and professional conduct expectations.
- Contribute case summaries, outcomes, or success stories for internal and external reports.
- Identify and implement opportunities in which the lived experience and voice of individuals served can improve program operations.
- Other duties as assigned in support of the mission of the organization.

DESIRED QUALIFICATIONS:

REQUIRED:

- Bachelor's degree from an accredited college or university with 1–2 years of case management and support experience.
- OR
- Associate's degree from an accredited community or junior college with 4 years of case management and support experience.

PREFERRED:

- Familiarity with HUD housing regulations and resources.
- Understanding of prevention strategies in housing and family services.
- Experience working in a non-profit organization.

DESIRED SKILLS & ATTRIBUTES:

- Strong sensitivity to the needs and challenges of children and families experiencing housing instability.
- Self-motivated and capable of working independently while managing multiple tasks and deadlines.
- Must be proficient in Microsoft Word, Excel, and Outlook, with the ability to quickly learn and navigate web-based case management systems.
- Ability to collaborate effectively with multidisciplinary professionals, community partners, and individuals with diverse lived experiences.
- Excellent interpersonal, written, and verbal communication skills, including the ability to present information clearly and professionally.
- Highly organized with strong attention to detail and the ability to complete assignments with minimal supervision.
- Demonstrate awareness and respect for individual differences, ensuring services are responsive to the varied backgrounds and needs of clients.



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- Ability to travel within the tri-county area, up to 50% of the time in the employee's vehicle. Occasionally, the Case Manager may need to transport clients to scheduled appointments or activities.
- Flexibility to work outside of standard business hours (9:00 AM – 5:00 PM) to respond to urgent family needs or meet time-sensitive program requirements as necessary.

All RISE Community Solutions team members are expected to demonstrate proficiency in the following competencies: Problem Solving, Time Management, Attention to Communication, Customer Service, Teamwork, Integrity, Interpersonal Skills, Trauma-Informed Approach and Innovation. To learn more, visit www.riseecs.org/careers and select the "Competencies" tab.

POSITION STATUS: Non-Exempt

SCHEDULE: Traditional weekday schedule

LOCATION: This is a hybrid position, with work performed both remotely and at the main office in Maitland, FL. In-person attendance is required for some meetings held in Maitland or at partner agency locations.

SUPERVISOR: Family Housing Stability Manager- Pathways to Home