



The Delores Project

Position: Rehousing Case Manager

Reports to: Rehousing Manager

Hours: Full time, exempt. Some evening and weekend hours required.

About us

At The Delores Project we provide safe, low-barrier shelter, housing, and personalized services for individuals experiencing homelessness and housing insecurity. On site at Arroyo Village we operate a 24-7 housing-focused shelter for unaccompanied adult women and transgender individuals experiencing homelessness as well as a 35-unit supportive housing apartment community for people with a disability who have transitioned out of chronic homelessness. We also provide community-based aftercare services for Delores community members who have transitioned from shelter into independent housing to help ensure their stability.

At Delores we work to ensure all individuals have the community of support and housing stability they need to reach their potential. We take pride in being a team that constantly strives to be the most inclusive and innovative service provider for those experiencing homelessness and poverty in the Denver-Metro area. We are client-centered and strengths-based in our approach and practice harm-reduction and trauma-informed model care in all our programs. Our engagement with those we serve is rooted in our values of hospitality, respect, and dignity for each community member, whether they be staff, supportive housing resident, shelter guest, or volunteer. We are always looking for more people who are passionate about working with those we serve and who are curious, flexible, and mature, and who like to have fun and are open to continuous learning and growth in their work.

About the program

Our Rehousing Program was created in 2021 with the goal of helping an increased number of shelter guests transition into stable housing. All shelter guests are provided housing-focused case management by one of our Rehousing Case Managers and are also supported in the housing process by our Housing Navigator. Depending upon levels of income and stability, some guests are provided with up to nine months of rental assistance from The Delores Project. All guests are offered up to one year of ongoing case management by one of our Housing Specialists who work to help former guests find a community of support outside of Delores and assist clients in maintaining or increasing income so they can maintain their housing.

About the job

Rehousing Case Managers are the face of housing first philosophy at The Delores Project, providing housing-focused case management assistance for shelter guests. Beginning at intake, Rehousing Case Managers begin the exit planning process at their first meeting with guests and use creative supports and interventions to help move guests out of the shelter system and into stable and appropriate housing as quickly as possible. In addition to helping guests write and work on their own individualized housing

plans, RHCMS connect guests to on site and/ or external behavioral healthcare, educational and vocational services, legal advice, help them obtain necessary identification required for housing, assist in past eviction or debt resolution. When guests are preparing to move into housing, the RHCM works in partnership with the Housing Navigator and Housing Specialists to transfer the guest to the continued care program where they will receive ongoing community-based case management.

What Rehousing Case Managers do

- Works with guests through housing-first, strengths-based, trauma-informed, and harm-reduction approaches;
- Meet with guests on their caseload at least twice per month and monitor guest attendance at all mandatory life skills programming;
- Maintain appropriate case notes and data for each guests in HMIS;
- Be trained in the One Home system and administer VI-SPDAT assessments with all guests on their caseload;
- Collaborate with Rehousing Manager, Housing Navigator, Peer Housing Specialist, Behavioral Health Counselor, and shelter team to assist guests in improving their level of stability and independence;
- Use SOARS training to help specific guests access federal benefits;
- Accompany shelter guests to necessary medical, behavioral health, and/ or housing appointments as necessary;
- Help guests enroll in RTD's low income LiVE program and access other benefits through PEAK;
- Participate in training, committees, staff enrichment activities, and weekly rehousing team meetings;
- Model appropriate professional boundaries with guests and colleagues;
- Maintain a flexible schedule, including some evening and weekend hours, in order to best meet the ranging needs of guests;
- Work with the Rehousing and Shelter teams to help plan and/ or facilitate life skills programming;
- Other program-related tasks as assigned by the Rehousing Manager.

About you

- You want the opportunity to support and champion individuals experiencing homelessness and poverty in your community.
- You want a work environment that honors and celebrates the talents and life experiences of each team member.
- You desire a workplace culture that values belonging, transparency, and empathy.
- You want supervisors who support the personal and professional growth of all team members.
- You want to spend your time in a community of people who approach their work through a social-justice and anti-racist lens.
- You appreciate a workplace where there is always opportunity for ongoing learning and where there is room for professional growth and advancement for those who desire it.
- You want a work schedule that compliments your life and responsibilities outside of work and a work culture that supports harmony between your personal and professional life.

Qualifications that will help you be successful in this role

- Lived experience in communities of color, Indigenous and/or LBGTQIA+ identity, lived experience of poverty and/ or homelessness (work or volunteer experience with these populations may substitute);
- High emotional intelligence and maturity, including an ability to communicate openly and honestly and address conflict with curiosity rather than judgement;
- The desire to work as part of team- to make decisions creatively and collaboratively and to act in the best interest of one another;
- Experience with, or desire to work with people who have been victims of trauma, those with chronic mental health challenges and/ or substance use disorders;
- Understanding of, or willingness to learn about, client-centered, strengths-based, trauma informed, and housing first models of service and care;
- Prior training in mental health first aid, de-escalation, vicarious trauma, harm reduction, and crisis intervention;
- An educational background in social work, social justice, counseling, gender or ethnic studies, human services, and/ or nonprofit management (customer service work with diverse communities may substitute);
- Prior case management experience with those experiencing mental health crisis and/ or those with ongoing mental health challenges, traumatic brain injury, development disabilities, substance use disorders, etc.
- Ability to suspend judgement of other people's identities and life choices;
- A belief in the importance of professional boundaries and an understanding of how to model and maintain them with people from diverse backgrounds;
- Ability to speak another language, ideally Spanish or American Sign Language;
- Commitment to assuming the best intent of others.

Please note that all employees of The Delores Project must provide proof of full vaccination against COVID-19, or medical documentation exempting them from receiving the vaccine.

Working Conditions

This position works with and supports a residential environment to include walking, standing, sitting, lifting up to 30 pounds, carrying, pushing, pulling, bending, reaching, balancing, stopping, and kneeling. Work also includes manual dexterity for typing/ operating a computer, holding, grasping, and turning objects. Work also requires the ability to speak and use normal or aided vision or hearing. Hazards may involve exposure to common household chemicals, occasional loud noises, and exposure to illness or unsanitary hygiene.

Benefits

The Delores Project offers a generous benefits package that includes eleven paid holidays, PTO, medical/ dental/ vision/ life/ behavioral healthcare insurance, an optional flex-spending account, partial-paid parental leave, and an optional Simple IRA with a 3% employer match.

Compensation

This is a salaried, exempt position paying \$42,000 annually

How to apply

The Delores Project is an equal opportunity employer and dedicated to a policy of non-discrimination and equal opportunity for all employees and qualified applicants. People with disabilities, BIPOC individuals, Hispanic/ Latinx individuals, Indigenous people, and LGBTQIA+ candidates are strongly encouraged to apply.

Qualified applicants should send a resume and cover letter to heathero@thedeloresproject.org. Interviews will take place on a rolling basis. We are looking to interview and hire immediately.