



## **Rapid Rehousing Case Manager**

Are you ready to make a real difference in our community? The **Rapid Rehousing Case Manager** will assist in carrying out the mission and goals of A Better Way Services, Inc. by providing individuals experiencing homelessness with direct support services to locate and maintain long-term housing.

**A Better Way** provides shelter and services for victims of domestic violence and sexual assault, a Rape Crisis Center, advocacy, individual trauma-informed counseling, support groups, transitional housing, rapid rehousing, a 24-hour crisis line for persons in any type of crisis, education + referrals, a suicide hotline, chat and text suicide prevention services, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

**This position is full-time (40 hours per week) in Muncie, Indiana.**

### **Duties and Responsibilities:**

- Provide crisis intervention services on the phone and in person for homeless adults and their children
- Work with clients regarding their housing options including community and government resources
- Provide referrals to additional services as needed
- Transport clients and their children for essential appointments as necessary
- Assist victims through emotional support, advocacy, casework, budgeting, and other supportive services
- Complete client assessments using the Family Development Matrix and the SPDAT
- Participate in goal setting with clients, monitor progress on personal action plans, and report participation, progress, and problems to the Executive Director
- Educate clients on maintaining successful long-term housing, including proper housekeeping
- Complete client statistics, APR, and other necessary documentation
- Assist in general facility management duties including light office cleaning
- Participate in professional development and networking conferences and events as appropriate and/or requested.

## Qualifications:

- High school diploma or equivalent is required.
- Minimum of two years of experience working with homeless persons or victims of domestic violence and providing other support services is required.
- Previous experience may be substituted with an Associate's Degree in the human services field.
- Bachelor's Degree in social work or similar is preferred.
- Demonstrated ability to work as a team member with minimal supervision is required.
- Exceptional interpersonal skills are necessary as are articulate verbal and written communication skills.
- Proven ability to meet deadlines and excellent time management skills are required, as are timely and accurate documentation skills.
- Knowledge of homelessness, domestic violence, and sexual assault, & the complexity of problems surrounding the issues is a must.
- Attention to detail and superior organizational skills.
- Working knowledge of computers and systems is required, including and not limited to, Microsoft products such as Word, Excel, and PowerPoint (or similar product knowledge).
- High level of confidentiality and professionalism are required.

**The minimum salary is \$40,000**

Full-time benefits include:

- Health insurance, eligibility on Day 1 of employment
- Paid holidays
- PTO plan
- Automatic 6% annual contribution into a qualified retirement plan

**Candidates should submit their application to our website [HERE](#) or by emailing: [contact@abwservices.org](mailto:contact@abwservices.org). Include "Rapid Rehousing Case Manager" in your subject line.**

*A Better Way is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*