



Community Health Worker and Housing Stabilization Case Manager

Position Summary

Reports to: Housing Director

Classification: Full-Time, 40 hours per week. Weekly schedule determined within the hiring process. This position is eligible for health benefits and other employee benefits.

Compensation: \$21-\$23 per hour depending on experience.

Dégagé Mission Statement: To reflect the love of Christ to all who come through our doors by building relationships and offering programs that foster dignity and respect.

Dégagé Vision Statement: For those we serve, we will be a community that overcomes obstacles, celebrates transformation, and realizes the full potential of all as children of God.

Statement of Faith: Employees affirm and accept the ministry of Dégagé to be a faith-based organization founded on the message and love of Jesus Christ and further the mission statement of Dégagé as stated above.

Core Values:

- Celebrate the Divine Spark
- Make Order out of Chaos
- Do what you say and say what you need
- Embrace Learning
- Walk with Others

The Housing Stabilization Case Management Program

The Housing Stabilization Program is focused on providing individualized housing stabilization case management, built through strong relationships, to individuals who have experienced chronic homelessness, which means they have been unhoused for at least one year and have a diagnosed disability. Most of the individuals in this program have experienced more than one episode of homelessness and have struggled to maintain housing after securing housing.

Program Outcomes:

- Maintain stable and safe housing for at least one year after achieving housing.
- Improve score in at least two domains on stabilization tool scale every 6 months, while enrolled in the program.
- Reduce use of emergency services such as the emergency department, EMS, and police by 50% compared to self-reported use prior to being housed.



- Increase use of preventative physical and mental health care by 50% compared to self-reported use prior to being housed.

Job Description

Dégagé Ministries is a homelessness response and housing provider focused on helping community members achieve and sustain housing and wellness.

The Community Health Worker and Housing Stabilization Case Manager works with clients who have been rehoused after experiencing periods of chronic homelessness to help them maintain housing and meet their health and wellness goals. HSCMs will meet regularly with clients through in-home visits and zoom/phone calls to arrange or provide transportation to healthcare appointments or other resources and coach clients on basic life skills such as preparing meals, working through conflict with their landlord and maintaining basic housekeeping.

Roles of the Community Health Worker and Housing Stabilization Case Manager:

- Case Management
- Community Resource Relationships
- Landlord Relationships
- Data Collection

Qualifications and Requirements:

- Community Health Worker certification, a bachelor's degree in social work or work experience in the human services field is preferred.
- Case management experience preferred.
- A lived experience with homelessness preferred.
- The ability to work with individuals with severe mental illness and the ability to respond to a mental health crisis.
- Possess a valid driver's license and willing to transport clients.
- Must pass a criminal background check.
- The ability to coach and motivate clients to reach their housing and health goals using client centered, trauma informed, and motivational interviewing skills.
- The ability to collaborate and be a positive contributing member of a growing case management team.
- Strong communication skills, both verbal and written.
- Strong de-escalation skills.
- Strong administration skills and the ability to navigate technological tools including but not limited to client information databases, spreadsheets, and word processing programs.

- The ability to solve problems and adapt to change.
- Ability to meet continual deadlines.
- A high distress tolerance and the ability to regulate personal emotions.
- The stamina to work flexible hours.

Specific Responsibilities:

- Develop strong and safe relationships with clients using best practices and following the organization's policies and procedures.
- Participate in the transfer of care with the pre-housing case manager who worked with the client while experiencing homelessness.
- Work with health care provider to create a care plan for the client and set health and wellness goals. Work collaboratively with the healthcare provider to help clients to achieve goals.
- Work with clients to utilize stabilization tools to set personal goals in the domains of housing stability, health and wellbeing, financial management, education and training, and career development.
- Develop and maintain relationships with community resources in health care, mental health care, social services and other supportive services as necessary.
- Maintain excellent records on client goals, progress, needs, and supportive services utilized for 20-25 clients and program metrics.
- Meet regularly with clients on caseload in person or via phone/video calls to set goals, monitor progress, and offer direct services or to connect clients to resources or services as needed, including socialization opportunities. Meetings may occur as much as 1-2 times a week to start and will not be less than 1 time per month for the duration of the program. Meetings are designed to ensure that clients maintain safe housing, a stable financial position, access to nutrition, basic supplies and physical and mental health care.
- Meet regularly with the supervisor to discuss client progress and attend case conferencing meetings as needed with supervisor and other HSCMs.

Working Conditions

- Regular standing, walking, climbing, crouching, bending, pushing, or pulling.
- Understand, speak, read, and write fluent in English.
- Ability to communicate verbally and to accurately hear, with hearing correction
- Ability to see 20/20, with vision correction.
- Ability to lift up to 20 pounds regularly.
- Ability to use fine motor functions.

Commitment: This is an at-will, grant funded position. There is no length of tenure of employment implied or stated. This position is eligible for health benefits and other employee benefits.