



Housing Case Manager (HCRP)

Everyone deserves a place to call home.

At Family Promise of Warren County (FPWC), we believe stable housing is the foundation for strong families and thriving communities. Rooted in faith and strengthened by community partnership, we walk alongside families experiencing homelessness and housing instability to create pathways toward stable housing, lasting independence, and renewed hope.

Relationships are at the heart of everything we do. We don't simply connect families to resources—we build relationships, remove barriers, and walk alongside families as they work toward a brighter future.

We're looking for someone who believes that stable housing changes lives. If you're compassionate, organized, resourceful, and passionate about helping families navigate housing crises, we'd love to meet you.

As our **Housing Case Manager (HCRP)**, you will often be the first point of contact for individuals and families facing one of the most difficult seasons of their lives. You'll listen without judgment, assess each household's unique needs, determine eligibility for available programs, and work collaboratively to develop a path toward stable housing.

A Day in the Life

No two days look exactly alike—and that's part of what makes this work so rewarding.

You might begin your morning answering a call from a parent who has just received an eviction notice. Later, you'll meet with a family to determine eligibility for housing assistance, work with a landlord to remove barriers to securing housing, or connect a client with community resources that support long-term stability. Throughout the day, you'll document progress, collaborate with teammates and

community partners, and celebrate milestones as families move from crisis toward independence.

Some days will be challenging. Others will remind you exactly why you chose this profession. Every day offers the opportunity to listen with compassion, solve problems creatively, and help families take meaningful steps toward a brighter future.

What You'll Do

- Serve as the first point of contact for individuals and families seeking housing assistance.
- Conduct assessments to determine eligibility for Rapid Re-Housing (RRH), Homelessness Prevention (HP), shelter, and other available services.
- Build trusting relationships with clients while providing compassionate, trauma-informed support.
- Guide clients through the documentation and verification process required for program eligibility.
- Develop individualized housing stabilization plans and connect clients with community resources.
- Maintain timely, accurate, and detailed case notes and program documentation.
- Collaborate with landlords, partner agencies, and community organizations to support successful housing outcomes.
- Provide referrals and resource navigation for households not eligible for FPWC programs.
- Respond to daily housing crisis calls and assist with problem-solving and resource coordination.
- Participate in team meetings, training, and continuous quality improvement efforts.
- Support general agency operations, including occasional meeting setup and light facility needs.

What You Bring

- Bachelor's degree in Social Work, Human Services, Psychology, or a related field preferred. Equivalent education and experience will be considered.
- Experience working with individuals or families experiencing homelessness, housing instability, poverty, or other crisis situations is preferred.
- Strong interpersonal, communication, and relationship-building skills.
- Excellent organizational skills and the ability to manage multiple priorities.

- Ability to maintain confidentiality and exercise sound judgment.
- Proficiency with computer systems and accurate documentation.
- Knowledge of local housing resources, community services, and HUD-funded programs is a plus.
- Valid driver's license, reliable transportation, and current automobile insurance.

Who You Are

You are someone who:

- Leads with compassion while maintaining healthy boundaries.
- Sees the person before the problem.
- Remains calm under pressure and adapts to changing circumstances.
- Believes every person deserves to be treated with dignity and respect.
- Is a creative problem-solver and strong advocate.
- Enjoys collaborating with teammates and community partners.
- Is committed to helping families achieve long-term stability—not simply addressing today's crisis.

Compensation & Benefits

Compensation: \$22.00–\$24.00 per hour, based on qualifications.

Benefits include:

- Simple IRA with employer match
- Wellness stipend
- Paid time off and paid holidays
- Mileage reimbursement
- Professional development and training opportunities
- Supportive, collaborative team culture

Why Family Promise of Warren County?

Working at FPWC is more than a job—it's an opportunity to make a lasting impact in your community. Every day, you'll help families move from uncertainty to stability while working alongside dedicated colleagues, volunteers, faith communities, and community partners who believe every family deserves the opportunity to thrive.

If you're looking for meaningful work where your compassion, expertise, and commitment can truly change lives, we invite you to join our team.

Join us in helping families find more than housing—help them find hope, stability, and a place to call home.

FPWC is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive workplace where all employees are treated with dignity and respect.

To Apply

Please send your resume and cover letter to our Executive Director, Tracy Funke.
tracy@ihnwc.org