



Job Description



Housing Empowerment Coach- Permanent Supportive Housing

Position Overview

The Housing Empowerment Coach provides person-centered, housing-focused case management to individuals and families living in Permanent Supportive Housing (PSH), with an emphasis on helping people maintain housing, increase stability, and achieve their self-identified goals in Region 5 of North Dakota. This is done through Medicaid Care Coordination, Housing Supports, and other programs. The Case Manager works with individuals who may have experienced chronic homelessness and may face significant barriers related to mental health, substance use, physical health, disability, trauma, poverty, criminal-legal involvement, or limited social supports. The position uses a **Housing First, harm-reduction, trauma-informed, strengths-based, and progressive engagement approach.**

The Coach builds trusting relationships with participants and provides flexible, persistent support based on the participant's needs and readiness. Services may include intensive case management, crisis response, housing retention, benefits assistance, coordination with landlords and community providers, connection to health and behavioral health services, employment and income support, and assistance with daily living and community integration.

The goal is not simply to keep someone housed, but to help each participant build the level of stability, connection, and independence they desire.

Essential Skills and Responsibilities

Housing.Stability.™.Retention

- Develop individualized housing stability plans with each participant.
- Help participants understand and meet lease requirements, tenant responsibilities, and community expectations.
- Identify and address housing stability concerns before they result in eviction or loss of housing.
- Assist with rent, utility, lease, and other housing-related issues.
- Communicate and collaborate with landlords and property management while maintaining participant confidentiality and choice.
- Support participants in resolving conflicts with landlords, neighbors, or other tenants.
- Respond to lease violations, complaints, and other housing concerns using a problem-solving and Housing First approach.
- Conduct home visits and provide support in the participant's home and community.
- Assist participants with maintaining a safe and sanitary living environment.

Person_Centered.Case.Management

- Establish trusting, respectful, and consistent relationships with participants.
- Complete comprehensive assessments and develop individualized service plans based on participant goals, strengths, needs, and preferences.
- Use motivational interviewing, active listening, and trauma-informed engagement strategies.
- Provide services at a frequency and intensity appropriate to the participant's needs.
- Support participants in identifying and achieving personally meaningful goals.
- Recognize that progress may be nonlinear and adjust services accordingly.
- Practice persistent engagement with participants who have difficulty maintaining contact or engaging in traditional services.

- Coordinate services across multiple systems to reduce duplication and improve continuity of care.

Whole_Person.Support

- Assist participants in accessing and maintaining public benefits, including SSI/SSDI, Medicaid, SNAP, and other resources for which they may qualify.
- Connect participants to primary care, behavioral health, substance use treatment, recovery supports, and other healthcare services.
- Support participants with transportation, food access, personal identification, budgeting, household needs, and other barriers to stability.
- Assist participants in developing natural and community supports.
- Connect participants with employment, education, and vocational opportunities when appropriate and desired.
- Support participants in developing independent living skills and increasing self-sufficiency according to their individual goals.
- Provide referrals and warm handoffs rather than simply providing resource lists.
- Advocate for participants when barriers within systems interfere with housing or stability.

Crisis.Prevention.™.Response

- Identify early warning signs of housing instability, behavioral health crises, or other emerging concerns.
- Develop individualized crisis and safety plans with participants when appropriate.
- Respond to participant crises in a calm, trauma-informed, and nonjudgmental manner.
- Coordinate with emergency services, behavioral health providers, shelters, hospitals, law enforcement, and other systems when necessary.
- Follow organizational procedures related to mandated reporting, emergency situations, and participant safety.
- Participate in team consultation regarding high-risk or high-need participants.

Collaboration.™.Coordinated.Services

- Participate in shared case management and interdisciplinary team meetings.
- Coordinate with internal and external agencies to provide holistic, comprehensive support for clients
- Develop strong working relationships with landlords and housing providers.
- Participate in case conferencing for participants with complex or persistent barriers to housing stability.
- Coordinate services while maintaining appropriate confidentiality and obtaining releases of information as required.
- Advocate for coordinated, participant-centered responses rather than fragmented services.
- Build and strengthen community connections to facilitate access to culturally appropriate services.
- Coordinate with internal and external agencies to provide holistic, comprehensive support for clients.

Assessment.™.Documentation

- Conduct comprehensive assessments to identify barriers to employment and services.
- Document client progress, case management activities, and referrals accurately and in a timely manner.
- Ensure compliance with funding and program requirements through clear and consistent documentation.

Program.and.Resource.Management

- Manage financial assistance requests, ensuring accurate and timely processing.
- Collect, verify, and document financial information from clients to support applications for financial assistance, benefits, or grants.
- Work closely with program managers to ensure funds are allocated correctly and efficiently to various projects within a program.

Collaboration and Professional Conduct

- Work transparently with both clients and coworkers to achieve shared goals.
- Demonstrate empathy, respect, and humility in all client interactions.
- Maintain professional communication with clients, providers, and team members.

Core Program Standards

Full-Family Focus: Support all family members, including children and elders.

Family-Led: Families set their own goals with guidance from the coach.

Strengths-Based: Build on existing strengths.

Responsive & Flexible: Tailor coaching to meet each family's unique needs and goals.

Transparency & Collaboration: Foster trust and clear communication between the coach and family.

Choice: Empower families to determine the level of support they want.

Additional Skills & Competencies

- **Reliability**: Ability to maintain regular and normal attendance for client care.
- **Communication**: Strong verbal and written communication skills, with an ability to maintain professional relationships.
- **Time Management**: Ability to prioritize tasks and manage time effectively.
- **Technology Proficiency**: Experience with Microsoft Office (Outlook, Excel, SharePoint) and online data systems.
- **Problem-Solving**: Must be sensitive to cross-cultural differences and work effectively to find solutions.

Minimum Required Education and Experience

Education

Completion of 2 years of college or graduation from 2-year school in Social Work, Counseling, Sociology, Psychology, or related field.

Experience

Demonstrate 2 years or more experience. Experience can be combined to a total of two years within the following categories:

1. Additional education in college in Social Work, Counseling, Sociology, Psychology, or related field.
2. Work in the Human Services field.
 - a. Experience providing Permanent Supportive Housing, Housing First, Rapid Re-Housing, or homeless services.
 - b. Experience providing Medicaid 1915i supportive services or care coordination.
3. SENDCAA values providing services that are representative of the community we serve, and we identify lived experience as a key skill. To demonstrate experience, employee may choose to self-identify as an individual who has personal lived experience and is willing to publicly identify as an individual who has lived through and identify personal success through poverty, homelessness, disproportionate access to generational wealth, or combination of the three. Demonstrate related skills and strengths, and how your lived experience helps the communities we serve.

Work Conditions

The working conditions and environment and the physical requirements/activities listed below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please note that this position is not eligible for regular remote or hybrid work due to the client facing nature of the role. In-person interactions with clients and other professionals is required. Occasional hybrid work is allowed based on policy. Hours: Monday to Friday, 8:00 AM to 4:30 PM with flexibility to meet client needs.

Travel: Frequent travel to client homes and across service area in Cass, Ransom, Richland, Sargent, Steele, and Traill counties. Occasional statewide travel.

Working Conditions and Environment: While performing the duties of this position, the individual generally has good working conditions. The employee is often exposed to moderate noise from office equipment.

Physical Requirements/Activities: While performing the duties of this position, the individual is regularly required to stand, walk, sit (approximately 50% of the workday), bend, carry, reach with hands and arms, use hands to finger, handle, feel, and use office equipment, and communicate (talk and hear). Occasionally, the employee is required to balance, kneel, push, pull, lift, twist, stoop, or crouch. The employee is required to lift or exert up to 10 pounds of force occasionally. Occasionally, the employee is required to lift or exert force of up to up to 50 pounds.

Evaluation & Review

Probationary Period: First 90 days focused on onboarding, training, and skill acquisition.

Annual Review: Performance review based on job duties, progress toward goals, and professional development.

Workplace Policies & Agreements

Review and acknowledge understanding of SENDCAA’s policies, code of conduct, and self-sufficiency procedures annually.

The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.

I have read and understand the above Position Description:

Employee Printed Name

Date

Employee Signature

Date