AICHO
American Indian Community Housing Organization

Job Description: Case Manager – Housing Services

Position Title: Case Manager
Reports To: Housing Program Director
Employment Type: Full-time, Non-Exempt

Scheduled Hours: Monday-Friday, 9-5 pm; 40 hours weekly
Location: 202 W 2nd Street, Duluth, MN 55802

Position Summary

The Case Manager provides direct support and advocacy to individuals and families experiencing homelessness, housing instability, or transitioning into permanent housing. This position works to help participants achieve housing stability, self-sufficiency, and improved well-being through strengths-based case management, individualized service planning, and connections to community resources.

Key Responsibilities

- Provide intake, assessment, and individualized service planning with program participants.
- Assist participants in securing and maintaining safe, affordable housing.
- Connect participants to supportive services such as employment, benefits, health care, mental health, substance use treatment, childcare, and other community resources.
- Advocate on behalf of participants with landlords, property managers, social service agencies, and other community partners.
- Monitor participant progress, adjust service plans as needed, and provide regular follow-up.
- Maintain accurate and timely documentation in participant files and database systems, including HMIS and HUD systems
- Facilitate life skills development (e.g., budgeting, tenancy education, communication skills).
- Support participants in crisis situations, using trauma-informed and de-escalation approaches.
- Collaborate with internal staff and external partners to coordinate services and maximize resources.
- Uphold confidentiality, ethical standards, and professional boundaries at all times.

Qualifications

- **Education:** Bachelor's degree in social work, human services, psychology, or related field; or equivalent combination of education and relevant experience.

- **Experience:** Prior experience in case management, housing services, or related human services field preferred.
- **Knowledge/Skills:**
  - Understanding of housing systems, supportive services, and community resources.
  - Familiarity with trauma-informed care, harm reduction, and Housing First principles.
  - Strong communication, advocacy, and problem-solving skills.
  - Ability to manage time effectively, work independently, and maintain accurate records.
  - Proficiency in Microsoft Office Suite and client data management systems.
- **Other Requirements:**
  - Ability to work respectfully and effectively with individuals from diverse backgrounds.
  - Valid driver's license, reliable transportation, and proof of insurance may be required.
  - Ability to pass background check as required by agency policy.

Working Conditions

- Combination of office-based, community-based, and participant home visits.
- Flexibility in scheduling, including occasional evenings or weekends, may be required.
- Ability to lift up to 25 lbs. and climb stairs as needed during home visits.

Compensation & Benefits

- Wages/Salary Range: $22-24/hour
- Benefits: Health, dental, retirement plan, PTO, paid holidays

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Equal Opportunity Statement

The American Indian Community Housing Organization is an Equal Opportunity Employer. We are committed to creating a diverse and inclusive workplace and encourage applications from all qualified candidates regardless of race, ethnicity, gender, sexual orientation, disability, religion, or age.