AICHO
American Indian Community Housing Organization

POSITION TITLE: Case Manager - Housing Services

PROGRAM: Housing Program

REPORTS TO: Housing Program Director

STATUS: Full-time, non-exempt

HOURLY RATE: $22 - $24 per hour, depending on experience and qualifications

BENEFITS: A robust benefits package, which includes health insurance, dental, life insurance, paid time off and retirement.

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.

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.

QUALIFICATIONS:

- High school diploma or equivalent required; post-secondary coursework or training in human services preferred.
- Prior experience in housing, social services, shelter, or customer service environment strongly preferred.
- Strong interpersonal and communication skills; ability to remain calm and professional in challenging situations.
- Ability to manage multiple tasks and maintain accurate documentation.
- Commitment to housing first, harm reduction, and trauma-informed care principles.
- Basic computer literacy (Microsoft Office, Google, email, data entry systems).
- Must be willing to be CPR certified and Narcan certified (training provided)
- Valid driver's license, reliable transportation, and proof of insurance may be required.
- Must be able to pass background check as required by program policy.

WORK ENVIRONMENT:
Position may involve occasional standing, light lifting, cleaning duties or walking through the facility. This is a combination of working in the office, community engagement, and participating in program participants' home visits.

TO APPLY:
Submit your cover letter, resume, and completed application to:

EMAIL: hiring@aicho.org
SUBJECT LINE: Title of the Position (i.e. Front Desk Assistant)

BY MAIL:
AICHO
Attention: Human Resources
202 West 2nd Street
Duluth, MN 55802

AICHO is an Equal Employment Opportunity Employer and committed to non-discrimination in all aspects of employment.