



Job Posting
Case Manager/Hope House Coordinator
Hope House PG County, MD

About The Ladies of Hope Ministries (The LOHM)

[The Ladies of Hope Ministries](#) (The LOHM) whose mission is to help disenfranchised and marginalized women and girls transition back into society through resources and access to high-quality education, entrepreneurship, spiritual empowerment, advocacy, employment, and housing. The way we fulfill our mission is through our many different expansive programs.

Position Overview

With direction from the Housing Consultant, the Case Manager/Hope House Coordinator is a full-time position responsible for the implementation and delivery of program and houseguests related services. This position works collaboratively with the Rapid Rehousing Case Manager providing case management services to the clients in Hope House by developing and managing relationships with social service providers to support a maximum of 8 Hope House guests. Hours of the position will be dependent upon the needs of the guests and may include some evenings and weekends as needed. This position will be a great opportunity for an individual who has a passion for serving others in a fast paced environment, autonomy to manage themselves, experience in case management, and enjoys having a flexible schedule.

Primary Duties and Responsibilities

The primary duties and responsibilities of this position include Case Management, Housing Services and Program Administration as outlined below:

Case Management

- Provide client intake and initial assessment
- Develop Individual Living (Service) Plan with house guest
- Monitor and update Individual Living Plans
- Provide referrals to outside clinical and nonclinical support services to house guest, as needed
- Provide ongoing case management and general client communications
- Escort house guests to supportive services, as needed

Housing Services & Facilities Maintenance

- Implement Housing Readiness training for new house guests
- Develop relationships with landlords, real estate companies, and others to create a portfolio of apartments for permanent housing placement
- Assist house guests in obtaining vouchers and rental assistance program support
- Assist with move in to Hope House and move out to permanent housing
- Attend apartment site-see with guests
- Maintenance of Hope House facilities and coordinating with vendors for repairs and upkeep as needed

Food Insecurity Services and Support

- Work with community partners in the PGC area for food delivery service to families in the area
- Work with Communications team to marketing material to disseminate in the PGC area

Program Administration

- Work with Housing Consultant and Finance to create a system to collect rental assistance from funding agencies and from client contributions

- Provide ongoing program reporting on placements and service outcomes templates
- Support ongoing program improvement

Qualifications

The LOHM seeks the ideal candidate with the following qualities and skills

- Minimum 2 years of experience providing case management services and working with a diverse population.
- Familiarity with community partners providing housing, employment and other social services needs in the PGC area
- Experience working with the justice-involved population.
- Commitment to social justice.
- Strong written and verbal communication, administrative, and organizational skills.
- Ability to maintain a realistic balance among multiple priorities, high-volume tasks in a timely fashion.
- Ability to work independently on projects from conception to completion.
- Proficient in Microsoft suite (Microsoft Outlook, Word, PowerPoint) and Adobe Acrobat.
- Proficient in Google Suite (Gmail, Google docs, sheets and forms)
- Knowledge of web-based meeting platforms (Zoom, GoToWebinar) and database management system (Salesforce).

Compensation & Benefits

Compensation includes a salary of \$50k, medical, dental and vision 80% employer-paid, paid time off and holidays.

How to Apply

Submit a resume and detailed cover letter describing your interest and qualifications to hr@thelohm.org. Please add **Case Manager/Hope House Coordinator – PG County** in the subject line.

No phone, email, or fax inquiries on submissions. Qualified applicants will be contacted for an interview.

The Ladies of Hope Ministries (LOHM) provides equal employment opportunity for all applicants and employees. Formerly incarcerated, minority, bi-cultural, and LGBTQ applicants are encouraged to apply. All qualified applicants will be considered for employment without unlawful discrimination based on race, color, creed, religion, national origin, citizenship, age, sex, disability, sexual orientation, gender identity, gender expression, military status, marital status, familial status, caregiver status, predisposing genetic characteristics, veteran or active military service member status, pregnancy, arrest or conviction record, unemployment status or any other characteristic protected by applicable law.