

Housing Stabilization Case Manager
West Virginia Coalition to End Homelessness (WVCEH)
Full-Time | Community-Based Position
Make a Difference in Housing Stability

At the West Virginia Coalition to End Homelessness (WVCEH), we believe **people matter**. People in our communities are living without safe, stable housing, and our team works every day to change that.

WVCEH is seeking a **Housing Stabilization Case Manager** to work directly with individuals and families as they transition from homelessness into permanent housing. This is a community-based position for someone who is compassionate, organized, resourceful, comfortable working independently, and committed to helping people overcome complex barriers to housing stability.

Our programs are built around effective practices, quality services, and continuous improvement. We recognize that improvement requires change, and we expect our team members to be adaptable, solution-focused, and committed to providing excellent services.

What You'll Do

The Housing Stabilization Case Manager helps individuals and families obtain housing and develop the resources and supports necessary to maintain it. This position works closely with participants, landlords, community organizations, and WVCEH programs to address barriers and promote long-term housing stability.

Primary responsibilities include:

- Provide individualized, community-based case management to approximately **15–20 households**.
- Meet with participants at least weekly in their homes or other appropriate community settings, with additional contact based on individual needs.
- Assist participants with identifying and obtaining safe, appropriate permanent housing.
- Help participants obtain documentation and complete requirements necessary to establish eligibility for housing programs and other resources.
- Build relationships with landlords and property managers to identify housing opportunities, address tenancy barriers, and support successful housing placements.
- Provide ongoing housing stabilization and tenancy support, including landlord communication, budgeting, crisis planning, problem-solving, and connections to community resources.
- Connect participants with mainstream benefits and supportive services, including healthcare, behavioral health services, employment, job training, education, and other resources that support long-term stability.
- Offer connections to Peer Recovery Support Services when appropriate.
- Maintain accurate and timely participant records and enter services into the **Homeless Management Information System (HMIS) client database** in real time whenever possible and no later than 48 hours following service delivery.

- Maintain flexibility to provide services during non-traditional hours when participant needs require it.
- Participate in required training and professional development, which may include motivational interviewing, trauma-informed and person-centered care, suicide prevention, naloxone use and distribution, cultural competency, Critical Time Intervention, housing stabilization, and other relevant practices.
- Maintain professional boundaries and provide services in a manner that promotes participant dignity, choice, independence, and long-term housing stability.
- Comply with WVCEH policies, program standards, grant requirements, and applicable procedures.
- Perform other duties related to the successful implementation of WVCEH programs.

What We're Looking For

The successful candidate will be a **highly motivated, dependable self-starter** who can work independently, manage competing priorities, and respond effectively to the complex needs of individuals and families experiencing homelessness.

Candidates should have:

- Strong problem-solving, communication, interpersonal, and conflict-resolution skills.
- The ability to manage a caseload and prioritize multiple participant needs and deadlines.
- An understanding of issues related to homelessness, substance use, mental health, poverty, and housing instability.
- The ability to establish professional, respectful relationships with individuals who may be experiencing significant barriers or crises.
- Knowledge of community resources and the ability to navigate complex eligibility requirements and service systems.
- Strong computer skills and the ability to learn required databases and technology.
- A professional and mature demeanor with the ability to work effectively with limited direct supervision.
- A valid driver's license and reliable transportation.
- The ability and willingness to travel throughout the assigned service area and periodically to WVCEH's office in Bridgeport, West Virginia.
- **Previous experience working with individuals experiencing homelessness is strongly preferred.**
- Previous case management, social services, housing, behavioral health, community outreach, or other relevant human services experience will be considered.
- Experience using **HMIS** is a plus but is **not required**.
- A **Bachelor's degree is preferred but not required**. Relevant professional and lived experience will be considered when evaluating candidates.

Physical & Work Environment Requirements

This is a community-based position requiring regular face-to-face interaction with participants in their homes and throughout the community. The position involves a combination of sitting, standing, walking, driving, computer work, and other moderate physical activity.

Employees must be comfortable traveling to participant homes and community locations and working in a variety of environments. Employees must be willing to transport clients. Travel throughout the assigned service area is required.

The position routinely uses standard office and mobile technology, including computers, phones, scanners, and other office equipment.

Our Approach

WVCEH expects excellence from our programs and our people. We seek continuous improvement in how we serve individuals and families experiencing homelessness. Because improvement requires change, adaptability is an important part of working at WVCEH. Every WVCEH employee has a role in helping people experiencing homelessness move toward **safe, stable, and permanent housing**.

If you are resourceful, compassionate, comfortable working independently in the community, and ready to do meaningful work that can have a direct impact on people's lives, we encourage you to apply.

West Virginia Coalition to End Homelessness is an Equal Opportunity Employer.

Candidates should apply at www.wvceh.org/apply-now