



Position Description: Reentry Case Manager

Organization

Founded in 1987, Our House is a nonprofit organization based in Little Rock, Arkansas. Our House empowers homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community. Each year, Our House serves over 1,800 unique clients including 1,200 adults and over 600 children. Our House benefits from more than 3,000 distinct volunteers contributing more than 24,000 hours of service each year; \$1.6 million worth of in-kind donations of good and services; and more than 200+ partnering organizations. The diverse workforce that makes up the 80+ person team at Our House includes salaried and hourly staff, AmeriCorps and VISTA national service members, interns and resident job trainees. Our House operates on a budget of approximately \$3.5 million per year. Over the last decade, Our House has experienced tremendous growth, with an operating budget that has quintupled in size since 2007 and a campus expansion that has included \$10 million in capital investment. For more information, please visit www.ourhouseshelter.org

Corporate Culture

Our House has a uniquely positive and mission-focused corporate culture. Team members are encouraged and expected to take their positions seriously, work hard, work together, engage supporters wherever possible, and always remain focused on the Our House mission. Key characteristics of the corporate culture include a focus on problem-solving, capacity-building, thriftiness, and teamwork.

Position Description

Reporting to the Reentry Program Manager under the direction of the Director of Client Services, the Reentry Case Manager will have significant responsibility for the implementation of the Reentry Program at Our House and will work closely with clients enrolled in the program.

The Reentry Case Manager will provide wrap-around services to support clients who experience barriers because of a criminal history. This includes administering risk and needs assessments, assisting clients with job training and job search, legal advocacy, housing assistance, navigating community supervision, accessing public benefits, and other case management needs. The Reentry Case Manager will work closely with the entire Our House Team to empower clients of the program to have the skills and confidence to thrive as active participants in the community.

Responsibilities

- Reentry Case Managers have the vision and passion to support the development, implementation, and growth of all aspects of the Reentry Program.
- Provide the following services for clients of the Reentry Program:
 - Conduct outreach to recruit clients who are eligible and in need of reentry services.
 - Provide direct services to clients through regular case management meetings.
 - Assess clients' needs, situations, personal strengths and support networks to determine their goals. Develop plans to increase clients' well-being, productivity and stability.

- Help clients navigate the challenges that come with having a criminal background: possible homelessness, unemployment, employment and housing discrimination, domestic abuse, recovery, family issues, parole/probation issues, and legal difficulties.
- Research and refer clients to community resources, such as occupational training, public benefits, healthcare, mental health services, support groups, etc.
- Follow up with clients to ensure that their situations have improved.
- Monitor and track milestones in client participation, such as employment acquisition, completion of certificates, increased wages, and avoiding recidivism.
- Ensure data quality, accuracy of client files and records, complete paperwork and comprehensive outcomes tracking in the areas of housing, case management, goal setting and client progress, program intake and exit, meetings, support groups, referrals and other related activities and client interactions for internal and external purposes including: coordination of services, program impact evaluation, billing, grant tracking, compliance and legal considerations.
- Manage relationships with grant funders supporting the Reentry Program including but not limited to the City of Little Rock and Rock City Reentry Project. Comply with eligibility and reporting requirements for the various funding streams for reentry programming.
- Attend weekly “Staffing Meeting” (focused on Our House clients), weekly one-on-one with supervisor, and actively participates in “Program Development Meeting” and all-staff meetings.
- Provide support to other direct service staff and/or programs based on expertise or background.
- Works with other programs to provide services and referrals to eligible clients, ensuring that a commitment to two-generational and integrated programming is at the forefront. This includes Housing, CAFSI, Little Learners, Our Club, and the Career Center.
- Ensure safety and security of Our House clients, staff and volunteers. Ensure that all red flag incidents or concerns related to Our House clients are reported to the appropriate authority as well as the Director of Client Services immediately and that the incident or concern is properly documented.
- Ensure that all clients are treated fairly and with respect and that Our House maintains an environment that is inclusive and safe for all people.
- Build partnerships with and serve as liaison to other community programs, employers, collaborative groups and government agencies relevant reentering citizens.
- Actively engage and energize Our House staff members, volunteers, board members, committees, partnering organizations, donors, and grant funders.
- Other duties may be assigned.

Qualifications

- Minimum of a B.A. degree.
- At least two years’ experience working in a program or organization serving high-risk individuals
- Interest in the social justice, legal advocacy, prisoner reentry, and/or Fair Chance Hiring
- Experience with individuals and groups related to case management, therapy, or counseling
- Unwavering commitment to quality programs and data-driven program evaluation
- Strong written and verbal communication skills; the ideal candidate will be a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills
- Action-oriented, entrepreneurial, adaptable, and innovative approach to planning
- Ability to work effectively in collaboration with diverse groups of people



- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed
- Must be able to lift 25 lbs.

Other Requirements

- Must possess a valid driver's license and vehicle to use in performance of job. Position requires some travel within Central Arkansas.
- Must be able to pass criminal background and child and adult maltreatment screens and a pre-employment drug screen.

Salary and Benefits

- This is a full-time, salaried, exempt position.
- Benefits include employee health insurance (paid by Our House) and optional dental, vision, and life insurance (paid by employee). Benefits become available after 60 days of employment.
- 10 days of annual leave per year
- 8 days of holiday leave per year including a "birthday holiday".
- 15 days additional leave for illness/"requirements of life"

Our House is an equal opportunity employer.

Our House is a drug-free workplace.