

# ROLE OF A HOUSING FIRST *Case Manager*

A Housing First Case Manager is an organized and trained professional that acts as a positive change agent in holistically assisting individuals/families in achieving and maintaining housing. At the same time, the Housing First Case Manager is promoting awareness and teaching strategies that reduce the likelihood of a return to homelessness in the future.

Housing First Case Managers are a key component in the Housing First Program and should work as a team following a few team-based approaches:

1. Collaboration and cooperation — a true team approach, involving several people with different backgrounds, skills and areas of expertise;
2. Right matching of services — person-centered and based on the complexity of need;
3. Contextual case management — interventions must appropriately take account of age, ability, culture, gender and sexual orientation. In addition, an understanding of broader structural factors and personal history (of violence, sexual abuse or assault, for instance) must underline strategies and mode of engagement;
4. The right kind of engagement — building a strong relationship based on respectful encounters, openness, listening skills, non-judgmental attitudes and advocacy;
5. Coordinated and well-managed system— integrating the intervention into the broader system of care; and
6. Evaluation for success — the ongoing and consistent assessment of case managed supports.

