



Case Manager – Housing Stability

Job Description

The Housing Services Case Manager plays a vital role in advancing housing stability for Detroit residents at risk of eviction or homelessness. Working in close coordination with UCHC's legal team and trusted community partners, this position assists clients in navigating housing crises by identifying safe and affordable housing options and coordinating relocations as needed. The Case Manager will assess client needs, remove barriers to housing access, and facilitate service coordination to support long-term stability.

Responsibilities

Responsibilities include, but are not limited to:

- Conduct comprehensive housing intakes and assessments to identify client needs, goals, and potential barriers.
- Assist clients in setting achievable housing goals and action plans.
- Gather and organize required documentation for program eligibility, subsidy recertifications, or housing applications.
- Identify and present housing options that align with household size, income eligibility, legal needs, and client preferences.
- Coordinate and support all aspects of the relocation process, including scheduling viewings, securing transportation support, and addressing logistical barriers.
- Collaborate regularly with UCHC's legal team, internal departments, and external agencies to ensure holistic support.
- Maintain and update an inventory of available housing units, program supports, and resource referrals.
- Build and sustain working relationships with landlords and property managers to expand access to quality housing opportunities.
- Participate in team meetings, case conferences, and strategic planning sessions.
- Ensure timely and accurate documentation in UCHC's case management systems, adhering to compliance and confidentiality standards.
- Contribute to program development and service improvement initiatives as needed.
- Other duties as assigned.

Requirements

The successful candidate will believe in UCHC's mission and demonstrate a passion for driving the organization's growth. They will also have:

Education & Experience

- High school diploma or equivalent required; bachelor's degree in social work, human services, or related field preferred.
- 2-3 years of experience in case management, housing navigation, advocacy, or supportive services.
- Familiarity with the Detroit housing market, tenant rights, and available community resources preferred.
- Experience working with individuals and families experiencing or at risk of homelessness is highly preferred.
- A valid driver's license and proof of current vehicle insurance are required.

Personal Characteristics

- Demonstrated ability to communicate effectively across diverse populations, both orally and in writing.
- Problem-solving skills and the ability to navigate complex systems with creativity and persistence.



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- Competency in Microsoft Office (Word, Excel, Outlook); comfort using cloud-based systems and case tracking software.
- Highly organized, self-directed, and able to manage multiple priorities.
- Commitment to equity, housing justice, and trauma-informed service delivery.

Job Specifics

Department: Housing Stability Case Management

Job Type: Full-time. Hourly rate commensurate with experience.

Schedule: 9:00 a.m. – 5:00 p.m., Monday-Friday

Reports to: Program Director

Working Conditions

- Hybrid work schedule may be considered based on program needs and client engagement.
- Regular travel throughout Detroit is periodically required for housing inspections, client meetings, and partner collaboration.
- Occasional evening or weekend availability may be needed based on client emergencies or relocation timelines.

Employment Benefits

- Employer-contributed medical, dental, vision, short-term & long-term disability, and group life insurance, with HMO and PPO options available. A 403(b) retirement savings plan is also offered.
- Generous PTO program
- Generous holiday program
- A focus on work/life balance

Interested candidates should send a resume, an employment application, cover letter, and three references to employment@uchcdetroit.org

About UCHC

The United Community Housing Coalition (UCHC) is a nonprofit comprehensive housing assistance organization, which has provided a variety of housing-related services to Detroit's low-income residents since 1973.

The organization has worked with tenants, homesteaders, homeowners, the homeless, community organizations rebuilding neighborhoods and providing affordable housing, religious, civil rights, labor and housing advocacy organization to improve, preserve and expand affordable housing opportunities for low-income Detroiters.

Because of its long history and significant expertise as a comprehensive housing services provider in Michigan, the organization is frequently asked to provide advice to other organizations in communities across Southeast Michigan.

All services are provided to income-eligible families and individuals free of charge.

United Community Housing Coalition provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, United Community Housing Coalition complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including but not limited to recruiting, hiring, placement, promotion, and termination. Consistent with state and federal laws, UCHC is committed to maintaining a workplace free from the abuse of drugs and alcohol.