



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

### **Job Description**

*Job Title:* Housing Case Manager

*Department:* Residential Programs & Housing

*Position Status:* Full Time, Non Exempt

*Expected Pay Rate:* \$20.00/hour

*Supervised by:* Community Housing Manager

#### *General Statement of Duties:*

The Housing Case Manager provides case management services to residents in Agency-operated community housing settings. This position will be responsible for collaborating with residents to complete admission/intake, assessment, service planning and/or coordination, and discharge. Emphasis will be on engaging with residents and assisting them with necessary referrals, transportation, advocacy, living skills, employment, and/or entitlements that lead to successful community living.

#### *Specific Duties or Typical Work Activities:*

- Establish and maintain positive working relationships with residents, meeting with them regularly to monitor progress toward established goals and to assess needs (e.g.: symptom management, nutrition, self-care, finances, housekeeping skills, social skills, and utilization of community services)
- Identify and obtain housing units appropriate for use in the program(s) and collaborate with landlords on lease development, when necessary
- Complete intake, admission, service planning, progress notes, and discharges; make referrals to other Agencies, programs, and resources as needed or required
- Provide individualized case management services to residents and, when applicable, to their families
- Maintain case records in compliance with regulatory bodies and Agency standards
- Monitor compliance with the program model(s), regulations put forth by the funding source(s), and Agency policies and procedures
- Conduct home visits and maintain regular contact with clients, according to individual needs and program guidelines
- Monitor compliance with landlord-tenant agreements, leases, and program rules
- Provide supportive services to clients to ensure that housing is stable, rent is paid, and re-certifications, if applicable, are completed regularly; calculate budgets and rental stipends as required
- Mediate housing concerns and disputes, when necessary
- Ensure housing units are adequately furnished as per program requirements and Agency standards, if applicable
- Complete required Agency Accounting procedures to ensure rent payments, fees, bills, and purchases are timely and appropriate
- Assist in identifying immediate, short term, and long term vocational or educational goals, if required by the program or service plan; provide support for educational and/or vocational pursuits
- Assist with the completion of necessary Agency, funding or other reports
- Attend and participate in Agency and community meetings as required or requested
- Maintain good working relationships and linkages with area landlords, service providers, and agencies
- Other related work, as requested

#### *Required Knowledge and Skills:*

- Verbal and written communication skills
- Time management and self-initiation skills
- Computer and technology skills, including proficiency with MS Office

*Qualifications:*

- Bachelor's Degree in a Human Services or housing-related field and 1 year of experience in housing, behavioral health, and/or social services systems OR
- Associates Degree in related field with 3 years of experience in housing, behavioral health, and/or social services systems OR
- High School Diploma or GED with 5 years of experience in housing, behavioral health, and/or social services systems

*Additional Expectations:*

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work 8:30 a.m. – 4:30 p.m., Monday-Friday
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee