

ECONOMIC SECURITY CORPORATION

Job Description

Job Title: Housing Case Manager
Division: Community Development
Reports To: Community Development Director
FLSA Status: Non-Exempt
Revision Date: May 13, 2020
Job Classification: Grade 5

SUMMARY

The Housing Case Manager works with the Housing Resource Coordinator to conduct client assessments as part of the community-wide coordinated entry process and making appropriate referrals to community services. This position also provides case management services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Conducts assessments in the field and facilitates referrals.
2. Develops, updates, and maintains a current database of community resources.
3. Develops and maintains a positive relationship with community, faith-based entities, and human service agencies.
4. Establishes contact with community partners (business, human services, faith-based) to make them aware of the coordinated entry process.
5. Maintains and provides all records required by funding sources, government regulations, and agency rules.
6. Regularly contacts local emergency shelters to engage people experiencing homelessness in Housing Connect.
7. Recruits and interviews applicants. Determines eligibility through background checks and applicant statements/information.
8. Refers applicants to agency programs; and/or programs of other agencies.
9. Ensures that all guidelines required by contracts are achieved including frequency of counseling and development of employability options.
10. Assists in setting long and short-term goals, and reviews results with clients.
11. Develops professional relationships with community agencies in order to better serve low-income families.
12. Completes all paperwork required by contract or agency accurately and in a timely manner.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Social Work, Sociology, Psychology or related field from a four-year college or university; or one to three years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or government regulations. Ability to write and produce reports, business correspondence and professional presentations. Ability to effectively present information and respond to questions from groups of business leaders, school district staff, community members or the general public. Must have excellent communication skills. Must be able to write informational reports and correspondence at a professional skill level. Must have proven skills to be able to conduct group and individual meetings effectively and professionally.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent and the ability to draw and interpret graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must have problem solving skills. Ability to review and interpret printed reports to obtain information necessary for decision-making, planning and management.

COMPUTER SKILLS

Proficient personal computer skills, including electronic mail, record-keeping, routine database activity, word processing, spreadsheet, graphics, etc. Must have experience with Microsoft Office, Adobe Acrobat, and PowerPoint.

PLANNING/ORGANIZATION

Ability to prioritize, organize, and delegate assignments.

CERTIFICATES, LICENSES, REGULATIONS

Must have a valid driver's license, have reliable transportation, and meet Missouri automobile liability minimum requirements. Requires travel to meetings and work sites within the two county area. Some out of town travel may be required.

OTHER SKILLS AND ABILITIES

Knowledge of the faith-based and social services resources. Ability to work well with others. Must be highly organized, enthusiastic and energetic with the ability to manage multiple tasks with accuracy.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stoop, kneel, crawl, bend, turn, reach and climb steps, use hands to finger, handle or feel. The employee is required to walk and reach with hands and arms. Ability to sit or stand for prolonged periods of time. The employee must occasionally lift, carry, push and/or move up to 40 pounds. Ability to be flexible regarding scheduling, working conditions, and locations. Specific vision abilities need for this job include close vision, peripheral vision, depth perception and the ability to adjust focus. This position has light physical activity performing non-strenuous daily activities of an administrative nature.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working conditions are well-light, heated and/or air-conditioned indoor office setting with adequate ventilation. The noise level is usually moderate.

Employee Signature

Date

Employee Name