

JOB DESCRIPTION

JOB TITLE: Case Manager (Housing)

SUPERVISION RECEIVED: Reports to and works under the general supervision of Housing Services Manager who assigns duties and reviews work for effectiveness according to established work standards.

SUPERVISION EXERCISED: This is a non-supervisory position. Lead work/coordination of the work of others is not a typical function assigned to this position. Incumbents in this position may provide training and orientation to newly assigned personnel.

POSITION SUMMARY: Work with clients to develop individualized action plans with the goal of self-sufficiency and housing stability.

ESSENTIAL FUNCTIONS/ DUTIES & RESPONSIBILITIES

The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

- Performs intake and assessment with potential clients to determine need for services.
- Identifies barriers preventing client from maintaining housing and achieving self-sufficiency.
- Works with client to develop an individual assistance plan to obtain and maintain stable housing for previously homeless or at risk households.
- Provides vocational, personal and family counseling to program participants.
- Maintains comprehensive, detailed case files and other required paperwork on each client as necessary.
- Manages client case load. Serves as client advocate and refers clients to other services as appropriate.
- Monitors and evaluates client's progress toward completion of assistance plan; amending and revising plan as necessary.
- Data entry into web-based housing management information system.
- Performs home inspections as needed following program requirements.
- Knowledge of energy conservation principles.
- Regular attendance and punctuality is a requirement of this position.
- Maintain a professional and courteous manner and an ability to work harmoniously with other employees, clients and the general public.
- Drive defensively to CSC office locations, client's residence and community partner locations as necessary.
- Follow agency personnel and safety procedures.
- Accepts and performs other work as assigned.

QUALIFICATIONS & REQUIREMENTS

EDUCATION AND EXPERIENCE: Baccalaureate degree from a four-year college or university in Social Science or related field and one year of experience in vocational or family counseling, or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

MINIMUM REQUIRED QUALIFICATIONS: KNOWLEDGE, SKILL AND ABILITY: Thorough knowledge of counseling practices with emphasis on family counseling. Comprehensive knowledge of available social services. Considerable knowledge of landlord/tenant law and factors contributing to homelessness. Working knowledge of energy conservation principles. Ability to meet and develop professional working relationships with community partners. Communicate effectively, both orally and in writing. Behavior positively reflects on agency and workplace. Maintains confidentiality of client and agency information. Meet and develop good working relationships with community resources. Requires effective in-group and individual interpersonal skills.

Experience working with low income clients is preferred.

KNOWLEDGE, SKILLS AND ABILITIES: Effective communication skills and ability to follow verbal and written instructions. Ability to write reports and business correspondence. Read, analyze, and interpret general business reports, governmental regulations and other procedures or correspondence. Accurate data entry skills at a pace to keep up with work load.

SPECIAL REQUIREMENTS: Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this classification. Valid Oregon Driver License with insurable driving record for business travel as required.

WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS

The work environment and working conditions described here are representative of those that are typical of the job and 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.

Normal office working conditions. Typically exposed to office noises and interruptions such as printers, telephones, clients. In the performance of job duties, the employee is frequently required to sit; talk, see or hear; walk; use hands to; handle, or feel objects, or controls; and reach with hands and arms. Regularly required to stand and walk; and occasionally required to stoop, kneel, crouch, or crawl; climb or balance. On business travel you may encounter varying weather conditions. When performing inspections, exposures to client's homes that may be dusty, dirty, cluttered and have pets.

AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

I certify that I have read and understand the responsibilities assigned to this position.

Employee Signature: _____

Printed Name: _____ Date: _____