

***ESG-CV Rapid Re-Housing Case Manager  
Job Description***

Reports to: Community Services Housing Coordinator  
Employment Classification: Non-Exempt Updated: February 2021

***JOB SUMMARY****:* The Case Manager will provide trauma informed case management services to homeless individuals and families.

***Essential Job Functions:***

* Assist and advocate for individuals and families in locating affordable housing.
* Use Coordinated Entry database to determine eligibility for referred individuals and families per HUD guidelines.
* Complete customer intake, evaluation, and assessment of current housing situation with program participants.
* Complete initial, interim, and annual calculations for rental assistance.
* Develop individualized service plans and consider all aspects of an individual or family’s life and household situation using strength-based approach.
* Enter data into HMIS per the COC-505 guidelines and complete annual assessments.
* Provide on-going case management services to enrolled customers including but not limited to crisis intervention, service and goal planning, on-going assessment, referral and advocacy, and follow-up.
* Conduct home visits as needed.
* Establish and maintain positive relationships with landlords who can provide safe and affordable housing.
* Provide transportation to look at housing resources and other key appointments.
* Perform housing quality inspections on all assisted units and complete necessary paperwork.
* Maintain all written information for complete case records.
* Keep all files and information confidential.
* Assist in the preparation of monthly, quarterly, and annual reports.
* Attend all meetings and trainings as requested by immediate supervisor, which can include evening meetings and weekend travel.
* All other duties as assigned by the Community Services Housing Coordinator, or the Community Services Director.

|  |
| --- |
| ***Supervisory Responsibilities:***  The ESG-CV Rapid Re-Housing Case Manager does not have any supervisory responsibilities.  ***Qualification Standards:***  The Case Manager must meet the following minimum qualifications:   * Associate’s degree in human services or related field required. Bachelor’s degree in related field preferred. Family Development Credential is desired. * 1-3 years prior case management experience is preferred. * Working knowledge of computer systems and ability to learn and work with various software programs. * Must have good writing administrative, organizational and communication. * Demonstrated experience in working with the homeless or low-income individuals and families. Sensitivity to issues surrounding individuals and families experiencing homelessness, substance abuse, mental illness, or physical ailments. * Prior experience and understanding of causes of homelessness and experience working with landlords. * Knowledge of professional standards governing child welfare critical services. * Must possess the knowledge of temporary housing programs and client/family services. * Must have experience in crisis prevention and intervention services. * Must possess the ability to work cooperatively with direct care staff. * Must be able to intervene in emergency/crisis situations. * Must have experience in working with individuals, families and staff of various backgrounds. * Strong written and verbal communication skills, organization, conflict resolution and computer literacy. * Ability to collaborate with a wide range of service providers. * Ability to build positive rapport and communicate effectively with clients and the ability to maintain clear and professional boundaries with clients. * Ability to work independently, utilize problem solving skills and excellent follow through. * Experience, knowledge and training necessary to assess the needs and capabilities of the individual and/or family. * Ability to recognize and understand the causes of poverty and the conditional and environmental effects of poverty. * Ability to relate to all socio-economical segments of the community and work well with both professional and non-professional individuals. * Must have reliable transportation and a clean and valid NYS driver’s license.   ***Equipment, Machines and Software Used***   * Basic personal computer skills that include the ability to send/receive email messages, post information to a database or spreadsheet, and perform basic word processing, bookkeeping, and/or data entry. * Ability to use software programs such as Microsoft Word, Excel, CSST, Adobe Acrobat, Gmail. * General office equipment is used such as a computer, printer, photocopier, telephone, fax machine, scanner, and calculator.   ***Physical and Mental Requirements***   * Moderate mental and visual attention that requires frequent decisions, and the ability to analyze and determine appropriate course of actions to take. * Constantly sits, talks, hears and uses repetitive motion of hands or wrists; frequently walks and occasionally pushes pulls and reaches with arms and/or hands, fingers grasp, feels or handles materials; crouches, bends or kneels and/or climb stairs. * May occasionally be required to lift over 25 lbs. and up to 50lbs.   ***Environmental Conditions:***   * Typically works inside in an office environment where there is heat and protection from weather conditions. * May be subject to unpleasant tasks such as handling garbage, soiled linen, strongly unpleasant odors. * Travels to client homes and local hotels/motels.   ***Employer’s Disclaimer***   * All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. * This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. Furthermore, the company reserves the right to add to or revise an employee's job duties at any time at its sole discretion. * This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship. |

|  |  |
| --- | --- |
| I acknowledge that I have received and read the Job Description. | |
| **Employee’s Signature:** |  |
| **Date:** |  |