

***ESG-CV Prevention 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 families at risk of becoming homeless.

***Essential Job Functions:***

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| * Assist and advocate for individuals and families seeking housing assistance to prevent homelessness. * Complete customer intake, evaluation, and assessment of current housing situation with program participants. * 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. * Develop and maintain clear communication with all partners. |
| * Maintain all written information for complete case records. |
| * Participate in special projects or assignments as assigned by the Community Services Director. |
| * Assist in the preparation of monthly, quarterly, and yearly reports. |
| * Attend all meetings and trainings as requested by immediate supervisor, which can include evening meetings and out-of-town travel. |
| * All other duties as assigned by the Community Services Housing Coordinator, Community Services Director, Deputy Director and/or Executive Director. |

***Supervisory Responsibilities:***

The ESG-CV Case Manager does not have any supervisory responsibilities.

***Qualification Standards:***

The ESG-CV 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 skills to include effective interviewing techniques.
* 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 work from home when needed during pandemic emergency to ensure business continuity.
* 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 grasps, feels or handles materials; crouches, bends or kneels and/or climb stairs.
* Frequently lifts 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.

***Employer’s Disclaimer:***

1. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
2. 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.
3. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

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