

7. Assess applicants and assist them in meeting eligibility requirements and assist applicants in completing program application and facilitation of program selection interviews.
 8. Provide crisis management as needed.
 9. Provide resource information and appropriate case planning specific to any participant who has a physical or mental impairment.
 10. Provide coordination and monitoring as needed of child's education.
 11. Participate in Volunteers of America and outside training sessions.
 12. Perform other reasonably related duties as assigned by the Program Director.
- B. Responsible for assistance with client development.
1. Liaison between clients and community service agencies to meet client needs.
 2. Maintain a list of all available community services, providers and current Housing Listings
 3. Assure a safe, non-judgmental environment for the clients.
 4. Maintain positive, professional, relationships with clients and staff.
 5. Participate in agency and outside training sessions.
- C. Record keeping and communication.
1. Maintain files on each participant, which will include psycho-social information, short and long term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas.
 2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
 3. Maintain daily, clear and thorough communication with the Program Director on all areas of responsibility listed in this job description.
- D. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can impact the program security.
 2. Secure approval for exceptions to standard policy.
 3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 5. Perform reasonably related duties as assigned by the Director.
- E. Responsible for training and development of new staff.
1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 3. Serve as part of the program development team by providing information and support for the development of quality operations.
 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- F. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EDUCATION AND EXPERIENCE:

This position requires a Bachelor's Degree in Social Work or a related field or three (3) years' experience working with the homeless families and CAC or CADC or experience working in alcohol/drug recovery program and or mental health program. Minimum of 3 years experience in Housing Placement and Housing Retention. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to Families, women, minorities, mental illness, children, persons with disabilities, substance abusers and the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license, proof of insurance, and a clean driving record is required.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer Skills
Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program, or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 20 pounds
Stand, walk and sit frequently
Climb stairs regularly
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Program Director. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

Assigned volunteers

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Case Manager/Housing Specialist is responsible for promoting company image and

providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Program Director.

NUMBER OF EMPLOYEES:

0

This Case Manager/ Housing Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____