

## **POSITION DESCRIPTION**

Position Title: Housing Case Manager  
Program: ReStart Reno  
Reports To: Lead Case Manger  
Status: Non-exempt  
Date Prepared: 11/2017

POSITION SUMMARY: Under general supervision, this position will assist program participants in meeting and maintaining the housing eligibility requirements and will establish information related to housing opportunities and solutions to for clients facing homeless challenges.

### OBJECTIVES/ACTIVITIES:

Responsible for performing case management, housing search, mediation, and client placement to achieve established objectives of the department.

Complete screening and assessments with clients to determine eligibility for services.

Link clients to agency and community services.

Enter client data into the Clarity HMIS data base.

Maintain adequate case notes in DAP format.

Provide assistance to housing clients with placement and housing stabilization.

Assist participants with housing applications.

Prepare housing packets for approval.

Facilitate move-in procedure in a timely fashion.

Complete initial and annual Housing Quality Inspections (HQS) on all units.

Notify landlords of any deficiencies and needed repairs.

Maintain records of all Housing Quality Inspections performed and required.

Develop and maintain a current list of low income housing resources for client referrals.

Investigate housing properties and interview property managers to determine housing feasibilities and promote Restart housing programs.

Serve as a program housing resources to provide alternative housing or program options as needed.

Maintain and update Rent Reasonableness on all properties.

Advocate on behalf of the clients.

Maintain client confidentiality.

Discuss difficult clients with the supervisor.

Maintain records and any statistical data for all services rendered.

Provide other documentation as required by funding source and/or VOA.

Perform other related duties as assigned by Program Director.

Responsible for training and development.

Assist in department orientation and training for new employees as requested to assure quality work outcomes.

Identify appropriate ongoing training for both new and existing staff and report needs to management.

Serve as part of the program development team by providing information and support for the development of quality operations.

Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

Responsible for self-development

Continually learn and enhance technical and interpersonal skills.

Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

A Bachelor's degree in human services or related field is required. This person should have a working knowledge of property management, fair housing law, real estate transactions, eviction notices, credit statements, and legal responsibilities of renters. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide mediation for clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to low income, homelessness, minorities, and persons with disabilities; must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. It requires CPR and First Aid training within (90) days of employment date and recertification as necessary and T.B. testing annually. A valid Nevada driver license, proof of insurance, and a clean driving record is required. Must have the flexibility to work at the office as well as in the community and have the willingness to function as a team member. Strong computer skills are required.

SPECIFIC SKILLS REQUIRED:

- Teamwork skills
- Oral and written communication skills
- Ability to assist other people
- Organizational skills
- Analytical and decision making ability
- 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, LBGQTQ, 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 25 pounds
- Stand, walk, bend, stoop, and sit frequently
- Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

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

NUMBER OF EMPLOYEES:

No employees report to this position.

**This Housing Case Manager 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.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_