

## **Job Description** **Housing Case Manager**

The Housing Case Manager works with literally homeless individuals and families in obtaining and maintaining permanent housing. The Case Manager provides program assistance as necessary in order to ensure that participants maintain housing stability and obtain self-sufficiency.

### **Job Duties:**

- Conduct outreach and engagement with literally homeless individuals and families.
- Seek out and initiate contact with individuals, community organizations, government agencies, and faith based organizations to develop active partnerships with the goal of ending homelessness in Raleigh County and surrounding areas.
- Seek out and be responsive too training and research regarding the Housing First initiative as it relates to the goal of ending homelessness in Raleigh County and surrounding areas.
- Complete client intakes, interview applicants, verify income, and determine participant eligibility and process applications.
- Organize and Maintain participant documentation, files and dual data entry.
- Ensure program participants meet program eligibility and documentation meets grant requirements.
- Act as an advocate for participants in housing search and placement.
- Conduct Housing Quality Standard inspections on appropriate housing units and assist participants in obtaining and signing leases.
- Be responsive to requests from participants/guests and program staff.
- Process program related documentation and prepare any required monthly reports.
- Process payments, recertification's and interim changes and/or moves.
- Coordinate special projects.
- Work with and coordinate with Continuum of Care Coordinated entry, local Homeless shelters, Safe Havens and other community partners.
- Process and screen referrals to the appropriate program and services.
- Provide Strength Based Case Management Services.
- Meet with program participants at a minimum of once a month, conduct home visits as deemed appropriate.
- Other duties as assigned.

### **Qualifications:**

- Two years' experience in an administrative capacity
- 40 WPM Typing Ability
- Possess the ability to communicate with clients and staff efficiently and effectively.
- Ability to follow directions and seek professional development
- Experience working with dual data entry
- Operate basic office equipment and obtain the skills to utilize the most up to date Microsoft programs.
- Excellent written and oral communication skills.
- Experience working with Non Profit Organizations, Department of Health and Human Resources, property management companies and housing authorities, preferred.
- Knowledge and understanding of WV Landlord-Tenant Laws.
- Possess the ability to prioritize tasks to meet deadlines.
- Must pass a background check, drug screening and have a High School Diploma or Equivalent.

### **Supervisory Control Evaluations:**

The Case Manger will be under the direct supervision of the Housing Director. An evaluation will be completed after a ninety day probationary period and annually thereafter.

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