

Job Title: Employment/Housing Case Manager		Department: HOPWA	
Reports to: Director of Supportive Services		Date: 08/31/17	
Job Code:	Type of position:	FLSA:	Position Details:
WC Code:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	<input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

### JOB SUMMARY

This position assists with the HOPWA program for eligible clients living with HIV/AIDS. Review and process case applications for HOPWA assistance to determine client eligibility according to HUD guidelines. Responsibilities include, but are not limited to: screening, intake, assessment and housing plans, certifying applications for participation in the program (including income certification), explaining program rules and expectations, and client's obligations and rights under program, including grievance/appeal process. Assist in the preparation of check requests. Follow-up with recording and tracking of payments to ensure compliance with assistance limits. Provides clients with referrals to needed services. Maintains detailed case notes, records, correspondence and telephone log. Case tracking system maintenance and follow-up.

### RESPONSIBILITIES

Responsibilities of the Housing Case Manager include, but are not limited to:

- Assists clients in the development of a Housing Stability Plan and Assessment.
- Explain and interpret federal and local HOPWA regulations and rules to clients.
- Provide clients with appropriate referrals to health, mental health, substance abuse services and other community resources
- Explains program rules and expectations, and client's obligations and rights under program, including grievance/appeal process
- Assists clients in identifying suitable housing and negotiating rental agreements, including review of tenant-landlord leases for compliance with federal, state and local laws
- Counsels and assists clients and landlords in resolution of housing-related issues as appropriate and serves as a liaison between the landlord and the program
- Explains and interprets federal and local HOPWA regulations and rules to interested landlords, realtors and property owners
- Maintains a client record and documents all work related to the client's status

### REQUIREMENTS

(Applicants are expected to possess the required Knowledge, Abilities, and/or Skills listed below prior to being hired for positions in this job class)

- Dedicated to end homelessness in Oklahoma City with a sense of urgency.
- Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs.
- Strong advocacy skills.
- Strong writing, reading, listening and speaking communications skills.
- Able to set and observe appropriate boundaries with clients.
- Possess well-developed, decision making skills, attention to detail with a high level of accuracy.
- Ability to excel in a diverse, collaborative team environment.
- Possess a high level of interpersonal skills to handle sensitive and confidential client information and situations.
- Able to multi-task and remain calm in demanding and unpredictable situations.
- Possess ability to understand various Homeless Alliance operations and procedures.
- Able to maintain a professional, customer service-oriented attitude at all times.
- Ability to meet face-to-face with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.; able to develop rapport, provide information, and refer with sensitivity to cultural issues.
- Ability to work and communicate with staff, clients, donors, vendors, community agencies, etc. to meet their needs in a polite, courteous and cooperative manner, yet appropriate assertive as situation may demand.
- Display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Possess excellent time management skills and the ability to work with minimum supervision.
- Knowledge of community resources available in Oklahoma City.
- Ability to transport individuals as needed, and travel to various sites and locations daily.
- Understands Housing First, Harm Reduction and Strengths-Based Case Management principles.
- Ability to establish and maintain effective working relationships with the general public, co-workers, and members

of diverse cultural and linguistic backgrounds, regardless of race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy.

#### **EDUCATION & WORK EXPERIENCE**

- Minimum Bachelor Degree in Social Work or related field
- Three (3) years related work experience in adult case management and employment services preferred
- Applicants with (2) or more years' experience working with the HIV population preferred
- Valid Oklahoma driver's license & Proof of Insurance
- Computer literate; experienced with Microsoft Office (Word, Excel), Outlook, Internet.

#### **LICENSES AND CERTIFICATIONS**

- Valid Oklahoma driver's license & proof of Insurance

#### **PHYSICAL REQUIREMENTS**

While performing duties of this job, the employee is regularly required to sit and work at a computer for long periods of time in an office environment and must be able to lift/move weight up to 25 lbs. Employee is also required to accept incoming calls and must be able to hear and speak. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent perform the responsibilities and functions of the job efficiently. Must have the manual dexterity to manually operate and use a computer. Incumbent must be able to drive in all weather and road conditions. The noise level is quiet to moderate; non-smoking environment.

#### **Work Environment**

The employee will work in an office and public, service-delivery environment. Hectic situations can occur in the public area of the facility characteristic to working with the homeless community and the related concerns and situations related to homeless conditions. Potential exists for volatile and unpredictable situations to occur. May experience exposure to strong odors such as soiled clothes and poor hygiene.

**The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.**

***This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.***

**This is a grant-funded position and is contingent upon the availability of funds.**

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

**The Homeless Alliance is an equal opportunity employer.**

***This is a full-time position. Wages commensurate with level of skills and experience. Health and dental benefits included. To apply, send cover letter and résumé with three professional references to Randy May at: [rmay@homelessalliance.org](mailto:rmay@homelessalliance.org)***