



Position Description Lead Housing Case Manager

Title: Lead Housing Case Manager	FLSA: Non-Exempt
Wage Range: 42	Reports To: Program Manager, Housing/Energy
Last Update: November 2024	Type: Full Time

Summary:

The Lead Housing Case Manager assists and supports the Housing/Energy Program Manager in the successful execution of all Housing programs of the Council. Establishes eligibility for clients receiving assistance from the housing programs. Receives and analyzes housing program policy applications and disseminates/trains staff on implementation, practice, and protocol. Works with the Energy Assistance PSE Help Lead to ensure Housing/PSE Help Case Managers are receiving all PSE Policy updates.

Typical Work:

- Assign work to other Case Managers.
- Report directly to the Program Manager any/all program or staff concerns.
- Answering daily program related questions that arise from other team members.
- Training new staff to be Case Managers.
- Direct oversight of Housing Case Managers, including performance evaluations
- Interviews clients and service organizations to determine program eligibility; reviews and verifies required documentation; requests additional documentation (as necessary) and processes applications;
- Maintains complete, accurate, and confidential program files;
- Follows up on incomplete files as necessary;
- Responsible for compilation of monthly program statistics/reports for HEN, FCS, monthly trainings of staff, Care Coordination, and other programs as assigned;
- Maintains knowledge of all state/county/private regulations and procedures of each funding source.
- Disseminate new state/county/private regulations and procedures to housing staff as they change or are updated.
- Collect, track, and manage tracking logs for HEN vouchers and transactions, including rent, deposits, utilities, essential needs, bus passes, etc.
- Assists program staff to elicit and evaluate needs of recipients with respect to other community resources available;
- Maintains a caseload of clients to determine eligibility;
- Acts as the Council's landlord liaison for the assigned county and maintains landlord list with eligibility requirements per property.
- Participates as a representative of the Council's Housing program in community meetings and provider discussions where applicable.
- All duties as expressed in the Housing Case Manager job description.
- Other duties as assigned.

Education & Experience:

- Bachelor's degree in social services or another related field. However, relevant work experience can be substituted for formal education.
- Three years paid experience in social services or related field. Up to one year of volunteer experience (2,080 hours) may be substituted for paid experience; and

- Experience and working knowledge of Foundational Community Supports (FCS).
- Experience with low-income individuals and families.
- Experience working with populations who experience housing crisis.

Required Requirements:

- Washington State Driver's License

Knowledge and Abilities:

- Able to interpret federal, state and county guidelines and policies.
- Knowledge of educational methodologies to foster self-esteem, self-advocacy, problem solving and critical thinking processes.
- Ability to provide crisis intervention, have problem-solving techniques, provide basic case management processes and procedures.
- Ability to become proficient in internal database systems.
- Must be able to demonstrate having the ability to proficiently use Microsoft office, and other software systems.
- Research and investigative skills.
- Able to maintain confidentiality.

Decision Making:

- Able to analyze, evaluate, and synthesize information is essential for making informed decisions.
- Able to think creatively to identify unique and effective choices.

Time Management:

- Proficient in time management techniques to consistently meet deadlines.

Organization:

- Efficiently organize assignments, establish priorities, and manage workloads independently.

Communication:

- Uses active listening techniques by listening attentively to others, considering their input, and asking clarifying questions can lead to better-informed decisions in group settings.
- Demonstrated ability to communicate and effectively interact with people across cultures, ranges of ability, genders, ethnicities, and races.

Adaptability:

- Understanding of adapting to changing work environments. Prioritize tasks and adapt quickly to evolving organizational needs, ensuring efficient task completion.

Emotional Intelligence:

- Understanding your own emotions, biases, and preferences is crucial for making unbiased decisions.
- Recognizing and understanding the emotions and perspectives of others is essential, especially in interpersonal and group decision-making contexts.
- The ability to manage your emotions and stay calm under pressure is important for making rational decisions.

DEI (Diversity, Equity, and Inclusion):

- Ability to work with efficiency and flexibility, with a commitment to developing equitable and supportive team practices that promote team members health, wellbeing, and sustainability.
- Engage in training, conversations, and operationalize equity, diversity and inclusion within the programs and teams.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Be able to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Able to constantly operate a computer and other office productivity machinery like copiers and computer printers.
- Able to communicate verbally and in writing with others.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment includes an office environment which is usually quiet.

The statements contained in this position outline reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other related duties as assigned including work in other areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Acknowledgment

I have read the above job description and understand the requirements. I have the ability to perform all of the functions listed above with, or without reasonable accommodation. Furthermore, I understand that this is not to be construed as an employment contract. I acknowledged having received a copy of this job description.

Employee Signature

Date