

**Newcap, Inc.
1201 Main Street
Oconto, WI 54153
www.newcap.org**

JOB DESCRIPTION

JOB TITLE: Family & Youth Housing Case Manager – Brown County
RESPONSIBLE TO: Housing Director
CLASSIFICATION: Non-Exempt
WORKSITE: Green Bay

PRIMARY RESPONSIBILITY:

Responsible for case management of families and youth selected to participate in Newcap's Homeless Programs in Brown County; ensure compliance with the grant agreement and HUD's CoC Interim Rule; provide housing to vulnerable homeless populations in Brown County.

SKILLS/ABILITIES:

- Must have analytical skills and abilities.
- Must have a high degree of computer operation skills.
- Must have the ability to handle multiple tasks.
- Must possess a high level of interpersonal skills.
- Must have excellent verbal and written communication skills.
- Must have the ability to work under pressure and meet deadlines.
- Must have the ability to maintain confidentiality.
- Must possess the ability to maintain accountability and work independently.
- Must have a high degree of dependability, organizational skills, and display high level of integrity and ethical standards.
- Must have the ability to exercise independent judgement.
- Must have the ability to follow instructions.
- Must have the ability to foster teamwork within the department and organization.

SCOPE OF RESPONSIBILITY:

Individual:

- Attend workshops, in-service training, conferences and meetings as assigned.
- Comply with all agency policies and procedures.
- Responsible for attending Housing Department staff meetings.
- Accept other duties as assigned.

Newcap, Inc. is an Equal Opportunity Employer.

5/2018

- Ambassador for Newcap, Inc., along with all employees and responsible for marketing/promoting the organization and its program both internally and externally.

OBLIGATIONS:

Permanent Supportive Housing for Families (Brown County)

- Assist families with moving into their Newcap unit and coordinating with area service providers to ensure the family obtains household necessities.
- Assess client's needs on a weekly basis and link specific services to the client in order to assist the family in working toward maintaining housing and self-sufficiency.
- Develop a detailed service plan outlining the specific services, such as employment, training, education, finances, life skills, and counseling.
- Establish and maintain at least weekly home visits with participating families to monitor their progress toward completing their plan in Brown County.

Youth Rapid Re-Housing project

- Collaborate with Family Services to ensure coordination of services.
- Locate affordable housing for youth participants and assist with moving into their unit.
- Negotiate leases and rent amount with prospective landlords on an ongoing basis.
- Develop and maintain strong working relationships with landlords in the service area.
- Meet monthly with Family Services case managers to discuss participants.
- Mediate issues between landlord and participant to maintain housing stability.
- Ensure participants are getting the support they need from their Family Services case manager.

Pertains to both PSH and RRH projects

- Responsible for all duties related to the administration of the Rapid Re-Housing for Youth program and Permanent Supportive Housing Program for families. Provide intensive case management to clients that are chronically homeless and have multiple barriers to housing stability.
- Assist applicants with complete the application.
- Help participants create support systems and participate in the community as they desire.
- Help participants learn to live in housing, maintain their housing in a safe manner, get along with fellow tenants and the landlord.
- Provide assistance with home maintenance and interpersonal issues as needed.
- Work with the Housing Inspector to ensure units are following HUD's Housing Quality Standards. Make sure landlords complete necessary repairs on a timely basis.
- Send monthly occupancy payments and copies of receipts to Housing Director.
- Accurately maintain housing assistance payment calculations, including monthly reconciliation with accounting and housing management, monthly reports, and semi-annual notification to tenants.

- Develop and maintain a strong working relationship with various service provider agencies to ensure smooth referrals of clients, and follow up on referrals to ensure that adequate and appropriate services are being provided.
- Develop community partnerships and effectively market programs.
- Maintain regular contact with the Lead Housing Case Manager & Housing Director to apprise him/her of client progress and to assist in the resolution of potential problems.
- Complete well organized case files that accurately reflect services provided.
- Complete paperwork and case notes accurately and on timely basis. Ensure that case notes “tell the story” of the program participant.
- Set up and maintain entries into CAPTAIN Database and in the HMIS database in a timely manner and ensure accuracy.
- Enter and maintain the data quality in the appropriate housing data base system.
- Be updated on all Newcap programs and other service agency programs to more efficiently help clients.
- Follow Coordinated Entry policies and procedures and Order of Priority set by the WIBOSCO.

SKILLS AND QUALIFICATIONS:

- Ability to perform the above duties with minimal supervision.
- Excellent verbal and written communication skills to individuals and groups regardless of age or background.
- Ability to work using discretion and judgment concerning the ongoing operation of the Housing Program.
- A degree in a Human Service field or three years’ experience working with individuals/families as a case manager.
- Must be able to utilize a computer and basic programs (e.g., Microsoft Word and Excel) and data entry systems for communication, documentation, and data tracking.
- Ability to travel to training sessions, which are sometimes overnight.
- Good organizational skills and must be flexible.
- Must possess or be able to obtain within thirty (30) days of hire, a valid and appropriate state driver’s license along with access to a reliable car, with proof of insurance, and meeting the driving record requirements that Newcap follows for all employees who drive company vehicles.

SUPERVISION:

Receives general supervision from the Housing Director.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

By signing this job description, I acknowledge that I have read and understand my job duties, acknowledge Newcap is an at-will employer, and understand that signing this job description is not an expressed or implied contract for employment.

Employee Signature

Date

This job description has been approved by all levels of management:

Manager

Date

Director of Human Resources

Date