

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

JOB DESCRIPTION

JOB TITLE: Rapid ReHousing Case Manager
SUPERVISOR: Deputy Housing Director
CLASSIFICATION: Non-Exempt
WORKSITE: Oconto

PRIMARY RESPONSIBILITY:

Provide case management services to clients of the Emergency Solutions Grant Rapid Rehousing program within Newcap's jurisdiction.

AGENCY EXPECTATIONS:

1. Adhere to agency policy and procedures.
2. Perform duties as workload necessitates.
3. Maintain a positive and respectful attitude. Market the organization and its programs both internally and externally.
4. Communicate regularly with supervisor.
5. Demonstrate flexible and efficient time management and ability to prioritize workload.
6. Consistently report to work on time prepared to perform duties of position.
7. Meet productivity standards.
8. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
9. 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.

Newcap, Inc., is an Equal Opportunity Employer.

10/1/2018

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 and agency wide meetings.
- Accept other duties as assigned
- Sensitive to people's needs and demonstrate high level of tolerance to impatient clients
- Show respect and treat all people with dignity.

OBLIGATIONS

- Answer and respond to client and landlord phone calls, emails, and faxes within 48 hours. Maintain a non-judgmental attitude when speaking with inquirers.
- Set up and maintain entries into CAPtain Database and in the HMIS database in a timely manner and ensure accuracy.
- Provide referrals to the appropriate resources.
- Evaluate applicant eligibility for homeless housing assistance programs.
- Explain housing programs to applicants.
- Evaluate/verify applications for accuracy.
- Mail application packets to clients after initial eligibility is completed within 24 hours.
- Conduct interactive interviews and assessments with applicants.
- Maintain knowledge of Newcap programs and other service agency programs. Make referrals to Crisis Navigator.
- Must be able to obtain VI-SPDAT certificate and complete all training required.

- Implementation and oversight of landlord relationships; networking with landlords, and providing landlord mediations services;
- Provide assistance with finding and retaining housing, housing based education and linkages to appropriate related resources.
- Work with clients to develop, implement and monitor an individualized opportunity plan, ensuring clients' ability to retain housing.
- Review past housing history and identify possible barriers to obtaining and retaining housing.
- Prepare and maintain case management records, documentation, and up-to-date files of clients' provide statistical information for reports.
- Meet with program participants at least monthly.
- When necessary, make home visits to clients fulfil program requirements.
- Provide SSI/SSDI application assistance to individuals who are enrolled in Newcap's housing programs.

QUALIFICATIONS:

- High school diploma or GED with experience in human services or housing subsidy program.
- Effectively communicate verbally and in writing.
- Proficient with Microsoft Office programs and the overall use of computers and general office equipment.
- Must have a valid driver's license and have access to a reliable car with insurance coverage.

SUPERVISION:

Receives general supervision from the Deputy Housing Director

PHYSICAL REQUIREMENTS:

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; sit; talk; and hear.

Specific vision abilities regularly required by the job include close visions, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is occasionally required to stand, walk, and lift and/or move objects.

While performing the duties of this job, the employee is rarely required to balance, stoop, kneel, crouch or crawl, and exert up to 20 pounds of force.

WORK ENVIRONMENT:

Work environment characteristics 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.

The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Work is generally performed within an office environment, with standard office equipment available.

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.