

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

JOB DESCRIPTION

JOB TITLE: PSH Housing Case Manager
RESPONSIBLE TO: Housing Director
CLASSIFICATION: Non-Exempt
WORKSITE: Oconto

GENERAL RESPONSIBILITIES:

The Housing Case Manager shall be responsible for the daily case management of individuals/families selected to participate in Newcap's Permanent Supportive Housing Program. Case management includes completion of individual family needs assessments, linkage to identified services, development of detailed service plans, and ongoing monitoring of family progress. Case Manager will need to work closely with all other Newcap programs and services and the staff of various service provider agencies.

AGENCY EXPECTATIONS:

- Adhere to agency policy and procedures.
- Perform duties as workload necessitates.
- Supervisory approval required for all work hour schedule changes (maximum 40 hours per scheduled work week)
- Maintain a positive and respectful attitude.
- Demonstrate flexible and efficient time management and ability to prioritize workload.
- Consistently report to work on time prepared to perform duties of position.
- Meet productivity standards.
- Ambassador for Newcap, Inc. along with all employees and responsible for marketing/promoting the organization and its programs both internally and externally

SPECIFIC DUTIES:

- Responsible for all duties related to the administration of the Permanent Supportive Housing Program. Provide intensive case management to clients that are chronically homeless and have multiple barriers to housing stability.
- Assist applicants with completing the PSH application process.

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- Locate affordable housing for participants in the county of their choice and assist participants with moving into their unit.
- 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.
- Provide assistance with home maintenance and interpersonal issues as needed.
- Negotiate leases and rent amount with prospective landlords on an ongoing basis.
- 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 Directory.
- Accurately maintain housing assistance payment calculations, including monthly reconciliation with accounting and housing management, monthly reports, and semi-annual notification to tenants.
- Develop 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.
- Maintain the housing data base system for Permanent Supportive Housing Program.
- Be updated on all Newcap programs and other service agency programs to more efficiently help clients.

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.
- Bachelor's Degree in social work or related human service field or at least three (3) years equivalent human service related experience.
- 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 have a valid driver's license and have access to a reliable car with insurance coverage.

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.

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 the 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.

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. This is a non-exempt, wage an hour position.

Please Note: Due to the large number of resumes received, only those applicants selected for interviews will be contacted.

Thank you for your interest in joining our Team!

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