

**Newcap, Inc.
1201 Main Street
Oconto, WI 54153**

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| Job Title | Housing Case Manager |
| Department | Housing |
| Location | Crandon |
| Job Grade | |
| Job Code | |
| Supervision | Housing Director |
| FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt | Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-Time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern <input type="checkbox"/> LTE |

General Summary:

Responsible for enrolling participants in the appropriate rental assistance program, re-housing or prevention, provide case management, create a housing stability plan, and to find individualized services that fit participants' needs to gain economic stability.

ESSENTIAL DUTIES AND TASKS:

- Advocate for program participants as they search for supportive and/or independent housing and provide oversight of internal housing programs.
- Locate affordable housing for participants and assist participants with moving into their unit. Negotiate leases and rent amount with prospective landlords on an ongoing basis.
- Assist families with moving into their assisted unit and coordinate with area service providers to ensure the family obtains household necessities.
- Assess client's needs on a monthly basis and link specific services to the client in order to assist the family in working toward maintaining housing and self-determination.
- Develop a detailed service plan outlining the specific services, such as employment, training, education, finances, life skills, and counseling.
- Establish and maintain at least monthly home visits with participating families to monitor their progress toward completing their plan.
- Locate affordable housing for program participants.
- Negotiate leases and rent amount with prospective landlords on an ongoing basis.
- Develop and maintain strong working relationships with landlords in the service area.
- Mediate issues between landlord and participant to maintain housing stability.

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- Responsible for all duties related to the administration of the Tenant Based Rental Assistance, Rapid Re-Housing and Homelessness Prevention programs.
- Assist applicants with completing the application process.
- 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.
- Accurately maintain housing assistance payment calculations, including monthly reconciliation with accounting and housing management, monthly reports.
- 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 Case Manager Supervisor/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 are complete and accurate.
- Set up and maintain entries into CAPtain Database and in the HMIS database in a timely manner and ensure accuracy.
- Follow Coordinated Entry policies and procedures and Order of Priority set by the WIBOSCOC.
- Answer and respond to client and landlord phone calls, emails, and faxes within 48 hours.
- Maintain a non-judgmental attitude and display of unconditional positive regard when working with person experiencing poverty/homelessness.
- Provide referrals to the appropriate resources.
- Evaluate applicant eligibility for 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;
- Consult with legal services staff regarding actions to prevent evictions. Negotiate with clients experiencing conflict to find compromise solutions to domestic problems.

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- 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.
- Other duties as assigned.

WORKING CONDITIONS:

This work is generally performed in an office environment. Much of the work will take place in the field across the county. Some overnight is required.

EFFORT:

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hand or wrists. Must be able to see, hear, and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Minimal evening and weekend are required.

MACHINES, TOOLS, EQUIPMENT

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, van or car.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in business, communication, public administration, human-service related field or 2 years in a human service-related field and working with HUD, HMIS, housing, or vulnerable population preferred. A combination of education, training, and experience that results in demonstrated competency performing the work may be substituted.
- Experience working with homeless individuals and families is desired.
- Knowledge of the Housing First philosophy, preferred.
- Additional duties as assigned.

ABILITIES REQUIRED

- Ability to read, write using proper grammar/punctuation, and communicate effectively.
- Ability to have a "whatever it takes" attitude when working with challenging individuals.
- Ability to teach housing search skills to participant in an individual or group setting.
- Knowledge of housing search skills including housing location, filling out housing applications, and the lease-up process.
- Knowledge familiarity with Harm Reduction and Housing First models of service delivery.
- Ability to network and build relationships; locate and develop housing contacts.

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- Ability to act as a liaison between the participant and landlord/property manager to resolve any move-in issues.
- Possess organizational, planning and analytical skills.
- Computer skills.
- Experience with word processing, spreadsheets, and public speaking.
- Ability to perform tasks with minimal supervision or over-site.
- Ability to identify, communicate and assist in responding to the need in the county.

SPECIAL REQUIREMENTS

- Must possess a valid driver's license.
- Must pass a criminal background check.
- Must pass physical exam as it pertains to the job description.
- Must be able to maintain the confidentiality of any information encountered.

PHYSICAL DEMANDS

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.