

JOB TITLE: Lead Case Manager
DATE: January 14, 2012
DEPARTMENT: Administration/HOPE VI
REPORTS TO: Director of Real Estate Development
SUPERVISED: Staff

PURPOSE: Under the general supervision of the Director of Real Estate Development, and working closely with other CSS/ Relocation staff, the Lead Case Manager is responsible for the coordination and implementation of the Social Services and Relocation component of the HOPE VI program and provides case management to residents via household assessments and service plans.

I. ESSENTIAL TASKS OF THE POSITION:

- A. Provides and coordinates case management services primarily for the Executive level and secondarily for the department head level of the agency.
1. Performs wide range of case manager services for the Executive Director and as directed for Director of Real Estate Development.
 2. Coordinates and implements all aspects of the HOPE VI Community and Supportive Services Plan.
 3. Coordinate and implement With Every Heart Beat is Life program
 4. Provides case management services (intake, assessment, develop and monitor goals) including job search assistance to residents
 5. Conducts outreach, recruitment and client tracking of residents utilizing the self-sufficiency services and the Provider network.
 6. Develops effective relationships with neighborhood health and other service providers and collaborates with the same agencies to ensure delivery of services to resident households.
 7. Serves as a liaison with community agencies providing social services to the resident households.
 8. Responds to management referrals regarding resident household issues that may impact upon tenancy.
 9. Creates appropriate plans of action to address issues with residents.
 10. Participates, attends, and coordinates meetings with the Property Managers and Residents, resident committees, services providers, community groups and professional organizations as required.
 11. Collects and prepares data for Community and Support Services and Relocation Program.
 12. Prepares monthly performance report and maintains files on all his/her program participants.
 13. Performs other related duties as required.

II. POSITION REQUIREMENTS AND QUALIFICATIONS:

A. EDUCATION LEVEL:

1. Bachelor's degree with five (5) year's experience working with families, youth, elders and people with disabilities. Master of Social Work degree preferred.
2. Minimum of two years of combined experience in social services delivery, program administration, and case management.

B. EXPERIENCE IN RELATED FIELD:

1. Experience working in public or other affordable housing environments a plus.
2. Working knowledge of basic automated systems

C. UNIQUE EXPERTISE/ CERTIFICATION/ REGISTRATIONS:

1. Bilingual preferred.
2. Excellent written and oral skills, strong interpersonal and organizational skills required.
3. Computer literacy required.
4. Ability to acquire working knowledge of agency's automated information system within 60 days of employment
5. Ability to maintain confidentiality in all assignments.
6. Ability to work harmoniously with others
7. Ability to be flexible and perform work under time pressure
8. Ability to train and give directions to other staff

D. WORKING CONDITIONS:

1. ENVIRONMENTAL PARAMETERS:

- a. Ability to work in an office environment

2. PHYSICAL DEMANDS:

- a. Strength: Not applicable.
- b. Type: Ability to perform secretarial duties, typing, filing, bending over to low files, reaching high files.
- c. Ability to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move an object. Work involves sitting most of the time, but may involve walking or standing for brief periods of time.

E. WORK SCHEDULE:

An Equal Opportunity / Affirmative Action Employer

1. Ability to work 35-hour week.
2. Ability to maintain flexible hours to complete essential tasks.
3. The ability to work in a public housing setting, and nights and weekends when needed is a necessity.

F. EQUIPMENT USED:

1. Competency in operating computers/software, word processor(s), printers and general office equipment, and other THA office equipment including multi-line telephone and fax.

III: APTITUDE REQUIREMENTS:

A. COGNITIVE:

1. ANALYTICAL:

- a. Ability to apply principles of logical thinking and to define problems
- b. Ability to collect data, establish facts and draw valid conclusions
- c. Ability to solve practical problems and deal with a variety of concrete variables
- d. Ability to interpret a variety of instructions furnished in written, verbal or schedule form

2. COMMUNICATION:

- a. Ability to draft work related reports, documents and correspondence with proper format, punctuation, spelling and grammar
- b. Ability to log in data and draft data summaries
- c. Ability to record and deliver information
- d. Ability to answer inquiries from others including residents/public
- e. Ability to converse with disgruntled residents and the general public
- f. Ability to record and deliver automated information and to explain complex procedures to others.

3. MATHEMATICAL:

- a. Ability to deal with system of real numbers
- b. Ability to use practical application of fractions, percentages and proportions
- c. Ability to compile, compute and present basic mathematical information within a framework of an automated information system

4. ADMINISTRATIVE DETAIL:

- a. Ability to complete forms; record and locate data accurately
- b. Ability to pay close attention to detail and accurately distinguish data from different sources

B. MANUAL:

1. MOTOR COORDINATION:

- a. Ability to accurately reach, feel or handle equipment used in daily routine

2. FINGER DEXTERITY:

- a. Ability to pick, pinch or otherwise work with fingers to operate above equipment

3. MANUAL DEXTERITY:

- a. Ability to seize, hold, grasp, turn or otherwise work with hands to operate above equipment

C. VISION:

1. NEAR VISION:

- a. Clarity of vision at distance of more than 20 inches and less

2. MID-RANGE VISION:

- a. Clarity of vision at distance of more than 20 inches and less than 20 feet