



## **PENINSULA HOUSING AUTHORITY**

### **Position Description**

**TITLE: HCV Case Manager**

**STATUS: Non-Exempt**

#### **Scope of Responsibility**

Reporting to the Director of Rental Assistance, this position provides case management support for individuals to maximize independence and quality of life. Develops internal processes and procedures to ensure confidentiality and management of the program. Centralizes participant information for providers' efficiency. Works with participants to coordinate participation in applicable social services to continue their independence in living. Participates as an integral member of the Housing Authority team to facilitate the Housing Authority's mission.

#### **Essential Job Functions**

The following represent the major essential and secondary duties of the position; however they are not intended to be all-inclusive. The Authority reserves the right to change, reassign, or combine job duties at any time.

1. Effectively manage assigned rental assistance participant cases
  - Provide case management to participants for assistance in the program goals of housing, income enhancement through employment and/or benefit procurement, and self-determination.
  - Utilize Harm Reduction and Motivational interviewing techniques with participants.
  - Actively seek contact with vulnerable participants to ensure they are receiving the appropriate services.
  - Keeps participant contact information for illness, advance directives, power of attorneys and other immediate items for emergency purposes in confidentiality whether provided in document form or verbally.
  - Treats each participant as a separate individual, communicating with them on their case only.
  - Coordinates services as needed including case aids.
  - Promotes for the participant to stay safe, healthy and independent.
  - Responds to queries on behalf of the participant as needed to help with assistance, eligibility, community resources, advocacy and screening for programs.
  - At all times, encourage participant empowerment and delegate tasks as warranted to maintain/acquire maximum control of their lives and maintain independence.
  - Provides assessment, reassessment and in-home care management services to vulnerable clients.

- Collaborate with the participant/decision-maker to create a service plan to maximize independence and quality of life.
  - Create a service plan, including updates when needed through reassessment.
  - Creates a qualitative measure of a participants' needs and addresses unmet needs as quickly as possible.
  - Coordinates the service plan with collaboration with other services and/or agencies to provide a wide spectrum of necessary services to the participant, to include measurable and achievable goals.
  - Advocates and assists participant to maintain the funding source requirements for needed services and in-home care.
  - Works with participants and their families to resolve problems and provide information to residents on alternative housing.
  - Screens eligibility requirements for programs, identifies service barriers and negotiates for the participants where necessary.
2. Recordkeeping
- Create outcome-based performance measures and monitoring techniques for services provided.
  - Keep current records and contact information on all participants, their locations in the community care settings or absences. Communicate with appropriate parties.
  - Effort to frequently observe at-risk cases and record changes in a log. Contact service providers when substantial.
  - Compile and submit routine reports as required.
  - Perform program evaluation and participate in program policy management.
3. Collaboration and Networking
- Create service partnerships.
  - Develop and maintain a wide range of partnerships with public and private entities that provide services to the sites and surrounding neighborhoods.
  - Look for ways to bring education, care services, safety, support groups, transportation services and fund-raising programs to participants.
  - Continuously look for ways to improve the quality-of-service delivery using participant and service provider's input.
  - Assist participants to access community resources, including in-home services when needed.
  - Provides assessments and reassessments and develops service plans to coordinate services such as nursing services, family services, caregivers and other informal supports.
  - Provide assessments to maintain health, safety and quality of life to the extent that is possible.
  - Look for ways to advocate and improve understanding and the resources available.
  - Works with PHA staff to achieve program goals.
4. Performs other essential duties and tasks as assigned.

## Qualifications

Requires knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by examples in the above job description. The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Ability to:

- ❖ Must be able to work with a high degree of confidential information and possess the ability to prioritize and work with varied tasks.
- ❖ Must adhere to professional boundaries and ethics.
- ❖ Ability to keep the participants' best interest paramount in all areas of case management.
- ❖ Possess a working knowledge of community resources and clinical facilities.
- ❖ Work closely with mental health and substance abuse treatment providers.
- ❖ Professional conflict resolution skills.
- ❖ Strong time management skills.
- ❖ Must have the ability to advocate equitably for each participant, facilitate interactions with other professionals and coordinate positive opportunities.
- ❖ Applicable knowledge of PHA policies, procedures, and practices relating to supportive services.
- ❖ Possess a strong sense of confidence and be able to serve as a role model and leader.
- ❖ Ability to educate effectively and assist in identifying and breaking down barriers.
- ❖ Critical thinking and problem solving.
- ❖ Must be passionate about working with the service population.
- ❖ Assist with acquiring grant funding
- ❖ Requires intermediate knowledge of word processing software, preferably Microsoft Word for Windows, or the ability to learn Word within the probationary time
- ❖ In depth knowledge of available social services, sufficient knowledge of community-based services and understanding of eligibility requirements to make appropriate referrals and proven judgment skills
- ❖ Organizational aptitude, ability to multi-task and prioritize time and great attention to detail
- ❖ Excellent ability to communicate with professional as well as non-professional individuals (networking skills) in both oral and written form

Knowledge of:

- ❖ General office principles and practices
- ❖ Software applications related to the position assignment
- ❖ Proper English grammar, usage and spelling
- ❖ Word processing and spreadsheet applications
- ❖ Basic mathematics
- ❖ Keyboarding skills (speed required may vary according to position assignment)
- ❖ Communications skills (oral and written)
- ❖ Interpersonal and human relations skills
- ❖ Organization skills
- ❖ Problem-solving skills
- ❖ Effective customer service skills and techniques – in person, via telephone, and written (discretion, patience, etiquette, professionalism)

- ❖ Operation of a variety of office equipment, such as fax machine and copier
- ❖ Specialized terminology relevant to position assignment
- ❖ How to conduct research for specific work assignments
- ❖ Pertinent Federal, State and local laws, codes and regulations

### **Education and Experience Required**

Requires Master's Degree in behavioral or health sciences and one (1) year of on-the-job social service experience,

OR

Bachelor's Degree in behavioral or health sciences and two (2) years of paid social service experience,

AND knowledge of social services and human services available to residents and well-developed human relations skills working in a team-based environment.

### **Working Conditions**

Work is conducted in a non-smoking standard office setting. Work environment is both formal and informal, team and autonomy-oriented, having variable tasks, pace and pressure. Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, moving about inside the office, maintaining a stationary position, positioning self to operate office equipment including knobs and dials; moving objects weighing up to 20 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 yards. OCCASIONAL positioning self to move beneath desk areas and near floors, and to place or retrieve objects above and at average shoulder height, moderate positioning to manipulate reference books and manuals; moving objects weighing 20-35 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 feet. Must be able to perceive computer screens and printed documents and to operate office equipment. Must be able to discern speech and sound in the audio range typical of a busy office environment.

### **Additional Requirements**

Possession and retention of a valid Washington state driver's license. Pre-employment tests and examinations, including, but not limited to physical examination regarding bona fide occupational qualifications, drug testing, extensive background checks and other related components which are based on the specific demands of the position. Successful completion of all exams, tests, and background checks is a condition of employment. Responsible to apply extensive, in-depth knowledge of public sector operations methods in accordance with applicable provisions of the Revised Code of Washington.

The Authority complies with all laws and regulations relating to employment, including the Americans with Disabilities Act and the Washington Law Against Discrimination. The Authority does not discriminate on the basis of handicapped status in the admission or access to its federally assisted programs or activities. The Authority reserves the right to revise or adjust job descriptions, job assignments and job duties at any time. Nothing in this document should be interpreted as a contract with or any other obligation of the Authority.

By the employee's signature below, the employee acknowledges that they have read this job description and understand their duties and responsibilities.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date