**JOB DESCRIPTION**

**Housing Case Manager**

**PURPOSE OF POSITION:** Responsible for the development and implementation of strategies to help

targeted populations within the community with housing and community

resources.

**SUPERVISOR Director of Family Services and Housing**

**QUALIFICATIONS**

1. Bachelor’s degree in a field related to Business Administration or comparable experience, and/or certifications in related fields. Experience in human resource management, business and early childhood environment a plus.
2. Two (2) years of program management experience at the supervisory level required
3. Requires designation as a VHDA Trainer.
4. Designation as a Certified Housing Counselor. HUD certification required within six months of employment.
5. Have an alliance with community agencies that provide services to pregnant teens.
6. Bi-lingual a plus.
7. Expertise in MS Office-Excel, PowerPoint, and Word.
8. Must possess and maintain a valid Virginia driver’s license.
9. Criminal record check and credit report required for employment.

* LEADERSHIP COMPETENCIES

Initiative and Drive for Strong Results

Strong Decision-Making Skills

Business Acumen

Customer Focus

Managing Purpose and Vision

Building Effective Teams

* LANGUAGE SKILLS

Ability to read, analyze, and interpret financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors. Expertise in communications and verbal and written presentations of products and services; very strong computer presentation skills required (Prezi, PowerPoint, etc.)

* MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

* REASONING ABILITY

Ability to apply common sense understanding to carry out and solve situations with several variables. Strong analytical skills required. Ability to interpret instructions and draw conclusions based on information. Follow through skills are critical. Interpreting data and reviewing documents for accuracy is critical. Attention to detail is a must. Ability to organize thoughts, ideas and information in a presentation format is required for some duties. Strong analytical skills, able to project, tracking, and report business results

* CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver’s license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

1. The ability to develop project proposals, reports, service agreements, RFP’s, grant applications, timelines, budgets as well as other documents and presentations.
2. Help establish performance measures, and monitors outputs and outcomes.
3. Comprehensive understanding of contract management, data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
4. Ability to work independently, take initiative and be an effective team member.
5. High-level communication and interpersonal skills a must.
6. Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

**DUTIES**

Include the following. Other duties within the scope of this position may be assigned.

* Assist customers in obtaining Rapid Re-Housing or Permanent Supportive Housing, coordinating with the Senior Housing Counselor and Senior Director.
* Assist customers in developing and implementation of a plan: household budgeting, credit counseling, past due bills, rental and landlord mediation, and community resources for teen moms and other areas determined by the agency’s community needs assessment.
* Maintain listings of available housing and community resources for placement assistance, referral, and guidance for intake clients.
* Facilitate a minimum of four outreach engagements per month on the following topics: Teen Pregnancy, Credit & Budget Management, Rental and Fair Housing, First-time Homeownership.
* Make follow-up contacts to customers to ensure all services are received.
* Create opportunities to raise community awareness abut homelesseness.
* Collect and maintain specific information from clients in accordance with laws and governing organizations.
* Ensure program activities, files, data, and reporting processes meet or exceed HUD housing counseling and National Industry Standards and other medical HIPPA guidelines.
* Educate perspective borrowers in the home buying and financing process.
* Provide follow up support as necessary to alleviate homeowner default.
* Perform other duties as assigned (perhaps this statement should be last).
* Collaborate with economic development, planning, housing authorities, education and social service departments in local jurisdictions to prepare training curriculums, Housing Counseling and Group Education Services.
* Maintains/supervises quality of paper and electronic files per client by funder requirements by use of approved Client Management System (CMS)
* Work closely with internal departments to monitor legislation, prepare position papers, recruit and train volunteers and civic engagement activities.
* Maintains knowledge about the external business, government, community action and non-profit environment as it relates to the growth of Hampton Roads Community Action Program. (HRCAP)
* Provide reports to Senior Housing Counselor as directed.
* Promote HRCAP within its varied geographic communities to enhance public awareness, understanding, and support of our mission.
* Manage grant commitments to ensure delivery, financial tracking and reporting, and compliance.
* Direct internal communications to keep the HRCAP staff apprised of activities.
* Represent the organization in professional, civic, and community groups as requested by the Executive Director.
* Other duties as assigned.