

MEDINA METROPOLITAN HOUSING AUTHORITY

An Equal Opportunity Employer

JOB DESCRIPTION

Job Title:	Case Manager – Emergency Services
Supervisor:	Program Director – Emergency Housing Assistance Programs
Employment Status:	Full-time, Bargaining Unit Position
FLSA Status:	Non-Exempt
EEO Job Category:	1.2 - First/Mid-level Officials and Managers
Positions Supervised:	None

Job Summary: Provides intensive case management services, including advocacy, to individuals and families experiencing housing crises

Duties and Responsibilities:

- Remains current on eligibility criteria and application processes for all Housing Authority administered emergency housing programs as well as other related programs
- Conducts needs assessments on individuals and families to determine eligibility for the various programs
- Adheres to established program guidelines; provides on-going case management services for clients including appropriate education activities (e.g. workshops on topical matters) beyond the initial emergency assessment and assistance
- Completes and maintains all necessary reporting documents (HUD, State, Local, Housing Authority, etc.)
- Establishes and maintains case files including case notes, data collection, and time records for billing purposes
- Participates in community organizations' activities related to clients' goals and objectives (e.g. Medina County Housing Network)
- Provides advocacy services as necessary
- Remains current in the knowledge of federal, state, and local program guidelines (may involve travel for training purposes)
- Other duties as assigned

Skills and /or Experience:

- Bachelor's Degree in Social Work, Family Science, or related field preferred
- Strong analytical and problem-solving skills essential
- Ability to interface with all levels of personnel and across diverse cultures; must present self in a professional, ethical, and culturally sensitive manner
- Highly organized with the ability to multi-task in a dynamic environment
- Willing to work non-traditional hours

Inherently Hazardous and/or Physically Demanding Working Conditions:

- The essential functions of this job require the encountering of irate clients or individuals and be exposed to environmental factors including cold, excessive heat, noise, fumes, dirt, contagious diseases, unsanitary conditions, insect infestation, bodily wastes, odors, common office chemicals, and may involve lifting of up to 40 pounds

- This position's incumbent may be required to transport clients and/or make home visits

Additional Requirements:

- Must successfully undergo a criminal background check
- Must possess a valid Ohio Driver's License and be acceptable to the Authority's automobile insurance provider
- Must successfully complete, within one month of employment, Ohio Balance of State Rapid Re-Housing training requirements for *Project Policies & Procedures, Program Safety Procedures, Case Management Provisions, & Ohio Landlord Tenant Law*
- Must successfully complete, within the first six months of employment, Ohio Balance of State Rapid Re-Housing training requirements for *Housing First Practices, Harm Reduction Practices, Trauma-Informed Care, & Progressive Engagement*
- Must provide proof of eligibility to work in the United States
- Must be able to deal with culturally diverse populations and perform within strict ethical standards
- This position may require additional training and travel in order to meet performance expectations

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. Employee signature below signifies review and understanding of the contents.

Executive Director/Approval

Date

Employee Name (Signature)

Date

Employee Name (Print)