



JOB TITLE: Housing Case Management Specialist
CLASSIFICATION: Full-time, Salary, Non-Exempt, Pay Grade E
LOCATION: SEICAA's service area (7 S.E. Idaho Counties), Based in Pocatello, ID
BENEFITS: Health and Life Insurance, Short Term Disability, Simple IRA

SUMMARY OF WORK: The Housing Case Management Specialist provides support in accomplishing the daily functions of the rental and emergency housing programs it operates while connecting housing opportunities for low-income individuals and homeless Veterans in support of the Agency's overall goals and purposes. Provide overall case management and service coordination for participants residing in SEICAA's Freedom Landing Zone shelter and SEICAA Manor permanent housing complex focusing on participants' needs for safe and affordable housing coupled with development of long-term independence through various case management actions.

JOB CHARACTERISTICS: This position provides support for the Agency's housing operations and provide case management support and coordination of services. Duties include professionally and efficiently managing in-person contacts, telephone contacts and relationships with participants, project staff, other in-house staff, and other partners (public and private). Position requires ability to effectively communicate orally including group presentation and classroom education, excel in written communications, understand program regulations, and maintain accurate and timely records. Performs programmatic and administrative duties requiring attention to detail, accuracy, and timeliness individually and as part of a team. Individual must possess strong organizational skills, be able to prioritize work while meeting deadlines and maintaining confidentiality and compliance with HUD, HOME, COC, ESG and other requirements. Assists with coordination and record keeping for the housing division.

POSITION CONTACT: Housing Director

JOB DETAILS:

Knowledge: This position requires ability to develop knowledge of HUD and other agency/organization rental and emergency housing reporting and file maintenance compliance requirements. Requires knowledge of case management techniques, records management, broad computer software applications, administrative and clerical practices, and office procedures. Knowledge of Veteran and Special Populations (including homeless and chronically homeless) needs, and regulations preferred. Assist with tenant and participant relations including qualification/certification, move-in, move-out, violations, warnings, evictions, and complaint processes. Assist with collection of rental payments, security deposits, receipting and recording/tracking of payments.

Skills: This position requires skills in assessing needs, developing and deploying case management plans, research, organization, writing, interpersonal communication, administration, and record keeping. This position requires skills in Microsoft application such as but not limited to; Word, Excel, and PowerPoint, data entry, record keeping, and the operation of telephone, calculator, and other general office machines. Individual must be able to perform other duties as assigned.

Abilities: This position requires the ability to: hear spoken words clearly; operate a computer; pay attention to detail, accuracy, and timeliness. Must be able to prioritize work and manage multiple projects; maintain confidentiality; communicate effectively both orally and in writing; follow verbal and written instructions; establish effective working relationships with fellow employees, supervisors, the public, government personnel, and maintain rapport with partners and tenants/participants. Perform duties with or without reasonable accommodations without endangering self or others.

EDUCATION, EXPERIENCE and CONDITIONS FOR EMPLOYMENT: The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to:

- Associate or Bachelor's degree in related field. Commensurate training or experience considered.
- Two years case-management experience.
- Experience working with economically disadvantaged populations, low-income or elderly individuals, grant funded programs and public relations.
- Demonstrated experience with computer data entry and record keeping. Knowledge of CaseWorthy, YARDI, EIV, HMIS, and TRACS report systems preferred but not required.

Conditions: The following abilities are mandatory for fulfillment of the job requirements:

- Bondable, insurable under SEICAA's insurance policy, and maintain a valid Idaho driver's license.
- Willing to travel on Agency business at Agency reimbursement rates.
- Able to occasionally lift up to 50 lbs.
- Must successfully pass mandatory pre-employment drug and background screening.