

POSITION DESCRIPTION

Job Title: SUPPORTIVE HOUSING CASE MANAGER	Salary: \$20.14-\$33.73 per hour \$41,891-\$70,158 annual	Effective Date: 6/20/24
Class: Nonexempt / Flex	Supervisor: Supportive Housing Director	Revision Dates: 11/21/13, 11/20/14, 1/26/17; 9/1/2022, 3/31/2023, 6/20/2024
	Department: Supportive Housing	Revision Number: 6
Board Chairman Signature:		Executive Director Signature:
Subject: position description for Supportive Housing Case Manager		Page 1 of 2

POSITION SUMMARY

Under the direct supervision of the Supportive Housing Director, will provide case management for tribally and/or grant funded Family Supportive Housing (FSH) rental facility. Provide continuous education and advocacy of supportive services to residents in the FSH units and to the surrounding community. The Supportive Housing Case Manager will oversee program development, implementation, coordination, and evaluation, and if applicable, provide regular supervision to direct service staff. Ensure that the development and implementation of service plans are consistent with program goals and of maximum benefit to tenants, monitor and evaluate staff performance, coordinate social services with building management services, develop and modify policy and procedures, identify problems related to resources and personnel management, oversee production of internal and external reports. The Supportive Housing Case Manager must be a highly motivated person interested in the full-time program management position that may vary in hours and open to creative fundraising efforts. Preference will be given to Ho-Chunk Tribal Members.

DUTIES AND RESPONSIBILITIES

- ◆ Assist potential residents in filling out applications when necessary.
- ◆ Provide program updates to the Executive Director.
- ◆ Receive a copy of resident applications for case management file.
- ◆ Develop and administer FSH program policies and procedures.
- ◆ Maintain accurate resident files and other organizational data. Case records and related documents shall be maintained in a secure and confidential manner and in accordance with all applicable statutory and administrative codes.
- ◆ Conduct service assessment, develop service plan with residents, and monitor progress.
- ◆ Write State approved Case Management reports. Reports include: resident referrals, ongoing supportive service assessments in relation to vocational, educational, and/or medical needs, job seeking, and transportation for the resident as necessary.
- ◆ Refer FSH residents and family members to appropriate agencies whether they be any of the following: Ho-Chunk or County Division of Veterans Affairs, to Ho-Chunk or County Health and Human Services or Social Services in filling out documentation for needed assistance.
- ◆ Develop and maintain effective community collaborations and interagency partnerships and act as liaison with needed agencies.
- ◆ Re-evaluate service plan with resident regularly and chart notes that address progress toward goals and objectives of the supportive service plan.
- ◆ Arrange transportation for the resident as necessary.
- ◆ Plan, facilitate, and observe, work and activity groups for resident, including community outreach and social activities.

- ◆ Provide monthly calendar of events in the community room resident meetings, maintenance schedule, and other announcement communications necessary for the FSH facility.
- ◆ Assist residents with job seeking, Disability Claim, financial planning assistance paperwork while maintaining consistent communication with Tenant Services.
- ◆ Work closely with all vendors and suppliers, such as the utility companies so that service can be maintained at the Supportive Housing units.
- ◆ Must spend 75% of time on-site for veterans/security.
- ◆ Perform other duties as assigned by supervisor.

QUALIFICATIONS

- ◆ Minimum of three (3) years in related work, such as a Case Manager or coordinating services.
- ◆ Excellent ability to draft and propose policy and procedures.
- ◆ Ability to receive and handle complaints with common courtesy – to personally resolve the issue or properly forward the issue to the correct person to resolve the issue.
- ◆ Experience with the unique dynamics of American Indian homelessness, including barriers and advocacy needs of the target population and their families in order to assist the clients in obtaining and maintaining safe affordable housing.
- ◆ Demonstrated sophisticated knowledge of human growth, development and issues of mental health and the impact on families.
- ◆ Knowledge of federal programs, regulators, and eligibility criteria is beneficial, along with the understanding of the fair housing laws.
- ◆ Knowledge of the local service delivery system, the needs of the target group, and the need for integrated services.
- ◆ Must promote a healthy, non-abusive lifestyle.
- ◆ Must be responsible and dependable, with the ability to work successfully with minimal supervision; must have the ability to work in a team setting as well as independently.
- ◆ Attention to detail and accuracy required.
- ◆ Ability to communicate effectively both orally and in writing.
- ◆ Experience in office procedures, standard office equipment, and knowledge of computer programs.
- ◆ Must maintain confidentiality at all times, this includes but is not limited to client records, issues, and personal information.
- ◆ Ability to interact effectively with department directors, supervisors, Executive Director, fellow employees, tenants, and the general public.
- ◆ Ability to receive and handle complaints with common courtesy – to personally resolve the issue or properly forward the issue to the correct person to resolve the issue.
- ◆ Must have knowledge of Native American culture and community, county, and tribal resources.
- ◆ Valid driver's license, dependable transportation, and proper insurance is required and qualify to be insurable by the Agency's auto insurance carrier
- ◆ Preference will be provided to Native Americans and Veterans.