



Northern Circle Indian Housing Authority • Ukiah, CA

Housing Case Management Specialist

POSITION DESCRIPTION

Title	Housing Case Management Specialist
Position Reporting To	Empowerment & Supportive Services Manager
FLSA	Non-Exempt/Hourly
Salary	\$23.81 - \$30.39 / DOE
Work Location	Elk Grove, CA

SUMMARY

The Housing Case Management Specialist will be responsible for data entry and intake documentation for reporting on all ESS grants for homeless families; individuals who are currently experiencing homelessness, and/or are at risk of homelessness, and/or were previously homeless. The Housing Case Management Specialist will complete reports for the Homeless Management Information System (HMIS), data entry, file audits and all other duties as assigned or needed. The Housing Case Management Specialist will assist the Resident Services Manager and the Resident Services department with new participant referrals.

ESSENTIAL FUNCTIONS, KNOWLEDGE AND SKILLS WITH INTAKE PROCESSING:

- Ensure program success by providing HMIS expertise for Coordinated Entry (CE) operations within a certain Continuum of Care (CoC), region, area, county, or state. This includes data entry, monitoring, and training, as well as the development of Prioritization Lists.
- Establish and track the Coordinated Entry project's performance objectives. Collaborate with the CE project staff to guarantee that all internal and external performance objectives are fulfilled.
- Assist clients with intakes and applications.
- Emphasis on learning casework methods, procedures, regulations, and policies.
- Create and update participant files and documentation.
- Knowledge of the Homeless Services program and demonstrates complete knowledge of eligibility requirements and the overall program.
- Handle complex caseloads; and assume supporting administrative responsibilities while preparing and maintaining case reports, records, and information.
- Refer, authorize, and/or coordinate services to complete individual service plans.
- Follow through with case management service to ensure that services are provided in a timely and complete manner.
- Interpret policies, rules, and regulations for applicants, agencies, and the public.
- May be required to perform after-hours standby services as needed. Evening work may be required during the winter shelter season.
- Assess any assistance applicant recently received with any rental assistance funds to see if they may still face barriers that will jeopardize their ability to maintain a safe, secure, and affordable housing unit due to limited knowledge &/or experience.

Clients that may be considered for referral under this policy would be those who are currently searching for a housing unit and report one or more of the following:

- Poor credit scores and history
 - No prior rental history (i.e. having never been listed as an adult on a rental contract).
 - No rental history in the last 24 months.
 - 1 or more evictions on record.
 - Owing money to a prior landlord or property owner.
 - A criminal history that includes crimes of violence of a sexual nature or related to the sales or manufacturing of drugs.
- Arrange FACE to FACE “housing readiness” meetings with clients. FACE to FACE meetings should include discussions about:
 - Geographic location of potential unit
 - Unit size
 - Cost of the unit; affordability
 - Developing a budget
 - Ability to be referred to a credit consolidation company
 - Ability to access funds to pay off prior monies owed as related to housing history.
 - The request for criminal history expungement
 - Other duties as assigned or needed.

EDUCATION & EXPERIENCE

- High School Diploma or equivalent.
- A Bachelor's Degree in a field related to human services and twenty-four (24) months of case management experience OR six years (6), or more, of case management experience.
- Human Services Certificate can be substituted for six months of case management experience.
- Strong oral and written communication skills with the ability to communicate effectively.
- Maintain confidentiality at all times, and work independently as needed.
- Attention to detail with accuracy.
- Ability to maintain filing system and file documents as instructed.
- Strong Microsoft Office background (i.e. Word, Excel, Outlook, etc.).
- Possession of a valid class C California driver's license, and a driving record acceptable for insurability.

WORKSITE: Elk Grove, CA
SALARY RANGE: \$23.81 - \$30.39 hr. / DOE
CLASSIFICATION: Program Specialist

TRIBAL AND INDIAN PREFERENCE

Under the Indian Self-Determination and Education Assistance Act (25 U.S.C. § 450e (b)), NCIHA applies the policy of "Tribal and Indian Preference" when filling vacancies. Tribal and Indian Preference shall be given to qualified applicants enrolled members of a federally recognized Indian tribe or band. We reserve the right to require applicants claiming to be American Indian or Alaskan Native a copy of their "Certificate of Tribal Membership."