

A.

JOB DESCRIPTION  
TENFOLD  
Equal Opportunity Employer

**JOB TITLE: Case Manager, BHDS Permanent Supportive Housing Programs**

**Date Revised: July 2023**

**A. Basic Functions:**

Assist people to quickly end their homelessness and gain stable, affordable housing. Once housed, provide support to participants with disabilities in maintaining their housing and provide supportive services and connect participants to mainstream resources.

**B. Essential Functions:**

1. Conduct housing searches for all new participants and continue until housing is obtained.
2. Complete housing inspections and all HUD required paperwork, including leases, security deposit letters and income documentation
3. Meet regularly with all program participants to develop and achieve goals related to housing
4. Provide landlord/tenant mediation as needed
5. Monitor all participants to assure program compliance and lease compliance, provide support when there are concerns
6. Assist clients to create and maintain consistent communication channels, both verbal and written, with parties such as landlords, debtors, creditors, therapists, probation officers...
7. Assure that all required HMIS documentation and data elements are entered in HMIS, including weekly progress notes
8. Maintain regular clear communication with BHDS Housing Specialist and Case Manager
9. Support participants who are transitioning out of the program, which may include budget counseling, developing a savings plan and housing searches

**C. Other Functions:**

1. Complete required data entry in a timely manner
2. Complete all appropriate monthly and annual report forms
3. Maintain a complete working client file providing activity documentation and copies of all corresponding paperwork
4. Assume other responsibilities as assigned by the Tenfold Program Director of Supportive Housing

Programs, HUD, BHDS and/or the Lancaster County Homelessness Coalition

D. **Supervision Exercised:** None

E. **Supervision Received:** Responsible to the Program Director of Supportive Housing Programs

F. **Minimum Knowledge, Skills and Abilities:**

- Minimum Education Requirements- Bachelor Degree in Social Work or related field and at least one year of experience working with people with mental illness
- Excellent communication skills especially listening, mediation and writing skills
- Possess strong organizational skills with ability to meet a demanding workload
- Detail oriented to complete requirements of files and contract compliance
- Creative thinker
- Knowledge or understanding of tenant's rights and responsibilities as well as "best practices" case management, especially related to housing
- Demonstrated knowledge of county social service agencies and community programs
- Fluency in the English language is required. Spanish speaking is an added asset, but not required
- Experience with computer and knowledge of Microsoft Office
- Valid driver license and a car that is legally registered and insured
- Sensitivity to cultural and socioeconomic characteristics of population served
- A commitment to Tenfold's core values: Empowerment; Teamwork, Integrity, Innovation & DEI
- The ability to establish a respectful relationships with participants to help them gain skills and confidence
- The ability to work collaboratively with other personnel and/or service providers or professionals
- The ability to set appropriate limits

**G. Time Requirement:** Full-time employment, 40 hours per week

**H. Classification:** This position is classified as non-exempt from overtime and compensation is paid on an hourly basis

- I. The above is intended to describe the general content of and requirements for performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tenfold.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Equal Employment Opportunity*

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.