

JOB DESCRIPTION
TENFOLD

Equal Opportunity Employer

JOB TITLE: Case Manager I, Hearthside and Market View Permanent Supportive Housing Programs

Date Revised: March 2023

A. Basic Functions:

To provide Permanent Supportive Housing services to establish and maintain housing stability for families in the Market View and Hearthside Programs. Services provided may include: case management, housing and budget counseling, connections to community resources, linkage to opportunities to increase incomes, tenant/landlord relationship building and creative problem solving.

B. Essential Functions:

1. Conduct assessments to determine family's needs and strengths
2. Work with families to develop a realistic budget and case plan. Meet with family regularly to promote adhering to or revising budget and case plan.
3. Provide information and referral assistance regarding available support from appropriate mainstream resources, social service agencies and/or community programs.
4. Provide mediation and advocacy on tenants' behalf to develop a workable plan to maintain housing when problems arise.
5. Provide client transportation to supportive services, job searches and housing searches as needed.
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. Maintain thorough and accurate client records and complete activity reports as necessary.
8. Have/develop knowledge of residential lease contracts to educate individuals of their rights and responsibilities and fair housing laws.

Hearthside only:

1. Screen families referred from the prioritized Permanent Supportive Housing list for eligibility when there are program vacancies. Assist families accepted into the program to obtain/maintain housing.

2. Ensure that the family enrolls school aged children in school and engages with school personnel to facilitate the children's effective progress and success.

3. Monitor income changes and facilitate necessary changes in monthly rental assistance.

Market View only:

1. Coordinate community activities for the residents in conjunction with the Program Manager .
2. Establish and maintain a close working relationship with the Lancaster City Housing Authority (which serves as the landlord for Market View). Assist the Program Manager with filling vacancies and report any resident non-compliance to the Program Manager and the Housing Authority.

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 Program Manager or the Division Manager

D. Supervision Exercised: None

E. Supervision Received: Responsible to the Program Manager for Market View, Hearthside and Beth Shalom

F. Minimum Knowledge, Skills and Abilities:

- Minimum Education Requirements- Bachelor Degree in Human Services preferred. Minimum of a 2 year degree AND relevant work experience
- 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
- Concentrated and thorough record keeping, budgeting and mathematical skills
- Demonstrated knowledge of county social service agencies and community programs
- Fluency in the English language is required. Spanish speaking ability is an added asset, but is 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 empowering others to solve their own problems
- A commitment to Tenfold's core values: Empowerment; Teamwork, Integrity, Innovation & DEI
- A conviction about the capacity of people to grow and change
- The ability to establish a respectful relationship with persons served to help them gain skills and confidence
- The ability to work collaboratively with other personnel and/or service providers or professionals
- The capacity to maintain a helping role and to intervene appropriately to meet service goals
- The ability to set appropriate limits

G. Time Requirement: Full-Time Employment

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.