



JOB DESCRIPTION

DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL

Job Description Title: Case Manager	Department/Program: Section 8
Reports To (Title): Program Manager	FLSA Status: Non-Exempt
Supervisory Position: No	Position Status: Full-Time
Prepared By: Human Resources	Revision Date: November 15, 2022

JOB SUMMARY

Under the supervision of the Program Director and in accordance with the direction and mission of District 7 HRDC, the Case Manager is delegated the responsibility for effective operation of the HUD Section 8 Housing Choice Voucher (HCV) Program.

MISSION OF THE ORGANIZATION

Through its mission, HRDC-7 empowers people in need through the mobilization and development of community services creating opportunities for success in Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone Counties. All HRDC-7 activities focus on 3 national goals:

- 1) Individuals and families with low incomes are stable and achieve economic security.
- 2) Communities where people with low incomes live are healthy and offered economic opportunities.
- 3) People with low incomes are engaged and active in building opportunities in communities.

ESSENTIAL DUTIES

The requirements listed, are representative of the knowledge, skills, and abilities necessary to perform the essential functions of the job. To perform this job successfully, an individual must be able to carry out each task satisfactorily and perform other duties as assigned.

- Administer processes to ensure documentation required for issue of vouchers, occupancy, interim changes and annual re-exams are delivered in a timely manner to the Montana Department of Commerce (MDOC) and correctly enter all information needed into the required data system. (HAPPY). Determine eligibility for both participants and landlords within the policy guidance timeline.
- Provide intensive case management to eligible participants in obtaining vouchers, achieving housing and continued occupancy. Case management is on-going to ensure home stabilization, annual re-certification and follow-along needs.
- Assesses participant's needs to develop action plans for achieving self-sufficiency. Refer clients to other programs as needed.
- Facilitates program orientation and briefing sessions and effectively present the guidelines and documentation requirements for obtaining a voucher, finding appropriate housing, and becoming a Section 8 tenant.
- Ability to learn and administer multiple voucher programs: Emergency Housing Vouchers (EHV), Mainstream, and Veterans Affairs Supportive Housing (VASH). Ability to learn and administer the Family Self-Sufficiency (FSS) Program.
- Perform Housing Quality Standards (HQS) inspections as required for tenancy approval and annual/biennial exams. Negotiate with landlords potential repairs or improvements needed to property to ensure compliance with quality standards. Additional inspections can be requested for the Montana Home Ownership Network and MDOC as well.
- Maintains individual case files including applications, income verification and case notes.
- Maintain and foster successful relationships with landlords and property managers in the community to positively represent the Section 8 Program in the areas covered. This includes knowledge of available units and rental rates.
- Participates in staff meetings, team building, technical training, and 1:1 supervision meetings.
- Works closely with clients and landlords to ensure communication of program updates are understood and mediates potential issues to ensure housing stability and landlord relationships.
- Performs outreach to community and assists with completion of applications. Work closely with other Agencies and Programs that may refer potential participants to ensure continued relationships and client success.
- Ensure HUD guidelines and updates pertaining to Section 8 program are followed and understood. Communicate effectively with MDOC contract manager regarding programmatic issues as needed.

Additional Knowledge, Skills and Abilities:

- Up to date general knowledge of the housing market and construction practices
- Knowledge of personal computer hardware and software including Microsoft Office
- Effectively **communicates** on all platforms.
- Demonstrates **dependability** and **punctuality**.
- Adheres to a consistent work schedule.
- Demonstrates **professionalism** in the workplace and in the field
 - Maintains professional boundaries with participants;

- Must have the ability to work with low income and disadvantaged people by modeling an unbiased, non-judgmental attitude.
- Demonstrates positive and appropriate interactions with coworkers and management.
- Contributes to a harmonious and productive work environment.
- Must be a team player to ensure overall program success.
- Nurtures, builds, and mentors employees to build a cohesive team.
- Brings creative suggestions and potential solutions to direct supervisor regarding work barriers and team efficiency
- Advocate for HCV program to the public
- Develop and implement an outreach plan to educate and recruit new property management companies and landlords
- Must be comfortable performing inspections inside and outside of the tenant's home

MINIMUM QUALIFICATIONS

Education and Experience:

Bachelor's Degree in Human Services preferred, or High School Diploma or equivalent and experience in human services related field, or equivalent combination of education and experience.

Licenses and/or Certifications:

Must possess a valid Montana Driver's License, proof of personal automobile insurance and must meet insurability requirements for agency automobile insurance policy. The employee must also possess the ability to become Lead-Based Paint, Housing Quality Stands (HQS), EIV and HAPPY certified, and acquire other certifications as needed.

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PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer; frequently communicate with co-workers and members of the community on the phone, in writing and in person; needs to move about inside the office to access file cabinets, office machinery, etc. In the field the HCV specialist will enter tenant homes to complete inspections and may climb stairs, as well as bend, stoop, and reach to see and test home appliances.

WORK ENVIRONMENT

The work environment is typical of that of an office setting. The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer. Tasks will involve extended periods of time at a keyboard or work station. This position is primarily protected from weather conditions or contaminants, but not necessarily from the occasional temperature fluctuation. Travel may be an expectation of this role.

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the personnel in those positions(s).

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.

*I understand that **HRDC-7** reserves the right to revise or change this job description as the need arises.*

I have reviewed this job description and received a copy.

Employee Signature

Date

Supervisor Signature: _____ Date: _____