

# United Housing Connections

## Job Description

---

**Job Title:** Case Manager – Permanent Supportive Housing

**Department:**

**Reports To:** Director of Resident Support

**FLSA Status:** Exempt (not eligible for overtime)

**Prepared By:** Natalie Worley, VP of Programs/COO

**Prepared Date:** January 2018

**Approved By:**

**Approved Date:**

### **SUMMARY:**

Coordinates efforts to support stable tenancies and strong families in collaboration with UHC's partner organizations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide effective case management and services to clients, including advocacy for public benefits, healthcare, mental health and substance use treatment.
- Develop personalized treatment plan in collaboration with client to address short-term and long-term goals.
- Provide on-going case management support to assess progress and ensure case plan outcomes are met or changed as needed.
- Ensure that all charts/case records, HMIS and other client data are maintained properly and according to compliance standards.
- Ensure that all documentation is current, complete and maintained as required.
- Ensure eligibility of all clients entering case management.
- Coordinate move-ins, relocations, and unit turns with property management and maintenance staff.
- Ensure that all programs maintain full occupancy.
- Improve client outcomes of housing stability and income to increase project and continuum-wide system performance measures.
- Attend internal case management meetings, agency-wide all-staff meetings, and external meetings, including local Continuum of Care meetings.
- Cultivate community resources and relationships on an ongoing basis.
- Assist in the planning and implementation of the annual Point-in-Time Count.
- Exemplify UHC's organizational values in all interactions with clients, colleagues, and the community.
- Other duties as required/assigned.

**SUPERVISORY RESPONSIBILITIES:** None.

### **QUALIFICATIONS, EDUCATION and/or EXPERIENCE:**

College degree required, BSW preferred. One year of experience working in social service programs.

### **LANGUAGE SKILLS:**

Bi-lingual Spanish a plus, proficient English required.

**REASONING ABILITY:**

Good math, verbal and writing skills. Excellent interpersonal, communications and computer skills. Ability to teach, support and guide clients to meet their agreed goals.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid S.C. Driver's License and good driving record required. Transportation to and from primary place of work required.

**PHYSICAL DEMANDS:**

Sitting, travel to and from relevant home, office and agency sites. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

The work environment characteristics include apartments, offices, shelters, hospitals and other agencies located throughout several different counties. Client home visits are required. Inspections of units may include those on different levels, with varying repair and/or cleanliness needs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.