

## Open Position

<b>Program:</b>	<b>Community Wellness, New Digs</b>
<b>Position:</b>	<b>Housing Case Manager II – Clearlake (Olympic Drive)</b>
<b>Rate of Pay:</b>	<b>\$ 19.00 - \$ 24.70 per hour (Depending on Qualifications)</b>
<b>Hours:</b>	<b>40 hours per week, 12 months/year</b>
<b>Benefits:</b>	<p>Paid holidays, vacation and sick leave. Medical, Dental, Vision &amp; life insurance coverages available within 60 days of hire (<b>Must work 30 hrs/wk or more</b>).</p> <p>Employee Assistance Program (all members of household are covered) available within 60 days of hire. Discounted membership in Reach is available with payroll deduction. Eligible to participate in 401(k) retirement plan immediately, and for employer contribution &amp; matching program upon qualifying.</p>
<b>To Apply:</b>	<p>Please complete and return an NCO employment application by the closing date. Applications are available on the NCO website at <a href="http://www.ncoinc.org/about-us/jobs/">www.ncoinc.org/about-us/jobs/</a>, by calling 707.467.3200, or at the NCO main office, 413 N. State Street in Ukiah.</p> <p><b>For positions requiring ECE or CDV units transcripts must be attached with your application to be considered.</b></p>
<b>Application Closing Date:</b>	Open until filled
<b>Submitting an Application:</b>	<p>Applications accepted only at the NCO main office. Postmarks are not accepted.</p> <p>By mail or hand delivery:          NCO, Inc.          Attn: Human Resources          413 N. State St., Ukiah, CA 95482</p> <p>By FAX: 707.467.3213          By Email: HumanResources@ncoinc.org</p>
NCO is under no obligation to hire from this solicitation.	
North Coast Opportunities, Inc. is an Equal Opportunity Employer.	
For Head Start Child Development Program positions please see the NOTICE included with the Employment Application regarding Department of Justice clearance requirements.	

*See our Website for full job description details & to print application*  
[WWW.NCOINC.ORG/ABOUT-US/JOBS/](http://WWW.NCOINC.ORG/ABOUT-US/JOBS/)  
*Equal Opportunity Employer*

*We invest in people through community action*

## JOB DESCRIPTION

<b>POSITION TITLE:</b>	<b>HOUSING CASE MANAGER I – III</b>
<b>PROGRAM/DEPARTMENT:</b>	<b>COMMUNITY WELLNESS</b>
<b>REPORTS TO:</b>	<b>ASSIGNED SUPERVISOR</b>
<b>SUPERVISORY RESPONSIBILITY:</b>	<b>NONE</b>
<b>FLSA/IWC STATUS:</b>	<b>NON-EXEMPT</b>
<b>WC CODE:</b>	<b>8742</b>

### I. GENERAL DUTIES AND RESPONSIBILITIES

The Housing Case Manager (HCM) serves as a primary point of contact for coordination of necessary housing stabilization assistance, services, and resources to address the complex and unique needs of clients. The HCM acts as a conduit of resources and information to promote client engagement and successful outcomes. Primary areas of responsibility include client assessment and assistance and maintaining deep knowledge of local, state and federal resources. This position requires a collaborative nature, and high levels of professionalism and emotional intelligence.

### II. SPECIFIC DUTIES AND RESPONSIBILITIES – ALL LEVELS

1. Maintains the highest level of confidentiality regarding client information , ensuring compliance with all Homeless Management Information System (HMIS) regulations and Health Insurance Portability and Accountability Act (HIPAA) regulations.
2. Performs outreach and collects information to identify and prioritize potential clients.
3. Performs entry of client data into tracking forms and program databases to support appropriate prioritization of clients and required outcomes of tracking and fiscal reporting.
4. Interviews applicants as part of a responsive assessment process.
5. Develops collaborative relationships with local individuals and businesses that provide services and resources related to the project service area(s).
6. Develops and maintains resource lists specific to the project service area(s) as applicable.
7. Provides education and information to assist clients in accessing resources.
8. Organizes and prepares information and reports for meetings, briefings, and conversations with clients, staff and external partners.
9. Participates in team and case managements meetings; collaborates with other team and NCO staff members.
10. Aligns work behaviors in conformance with NCOs Mission, Vision and Values.
11. Work Habits:
  - Arrives to work on time and obtains approval for planned absences or any changes in work schedule.
  - Maintains a high level of confidentiality in all aspects of work and in alignment with all Agency and program policies and procedures.
  - Stays focused on the job.
  - Takes pride in creating an efficient, collaborative work environment.
  - Treats co-workers and clients with respect.
  - Represents NCO and its program to the community in a positive light.
  - Dresses appropriately for the assigned job duties and responsibilities.
  - Is able to effectively adapt to change.
12. Performs other duties as assigned or required.

#### **Level II Additional Duties & Responsibilities:**

1. Conducts comprehensive reviews of each client's unique needs and related available resources.
2. Engages client to participate in the development, implementation, and ongoing review of their individualized services plan.
3. Assists as needed in the restoration of social service benefits for qualified individuals.

4. Acts as an advocate for and liaison between clients and other resource providers and organizations; collaborates with private entities, service providers, governmental and non-governmental agencies and other organizations and businesses to coordinate services for clients, utilizing coordinated entry when applicable.
5. Provides continuity of client services through transfer or closure of cases.

**Level III Additional Duties & Responsibilities:**

1. Provides resources, support, leadership, and training to other team members.
2. Supervises assigned Agency staff in alignment with NCO's Personnel Policies Handbook; coordinates with and oversees work performed by consultants and/or contractors as needed.
3. In collaboration with the NCO Accounting Department, oversees the administration of grant and/or contract funds and budgets, following NCO's Accounting Policies and Procedures.
4. Ensures all grant-related work is performed in accordance with the contract agreements, approved scopes of work, reporting requirements and budget parameters.
5. Performs data and outcomes tracking, analysis and reporting as required by funding contracts; provides regular reports as requested.
6. Participates in public forums and events as appropriate.
7. Oversees the development and distribution of informational materials and announcements; is responsible for approving social media posts or email campaigns in conjunction NCO public outreach guidelines.
8. Organizes and implements community-based projects related to housing support as assigned.

**III. JOB QUALIFICATIONS**

**Education, Training & Experience:**

- Prior experience in the same or similar position providing direct services to fragile and/or vulnerable clients is essential.
- The following education and/or experience criteria are required to qualify for the designated level:
  - HCM Level I – a minimum of one year of experience.
  - HCM Level II – a associate degree from an accredited school or an equivalent combination of education and experience, PLUS two years of additional experience.
  - HCM Level III – a minimum of a bachelor's degree from an accredited school or an equivalent combination of education and experience, PLUS three years of additional experience.
- A minimum of one year of supervisory experience is required for HCM Level III.

**Knowledge of:**

- The impacts of homelessness, poverty and/or disasters on the affected communities, families and individuals.
- Principles and practices of effective interpersonal communications.
- Current office practices, procedures, and equipment.
- Computer operations as relates to the duties of the position including use of the internet and cloud-based systems, email, and spreadsheet programs is essential; familiarity with Office 365 and Microsoft products is preferred.
- Relevant budget and contract management practices.
- Trauma-informed care practices is preferred.

**Ability to:**

- Interact with others in a culturally and emotionally appropriate manner and to maintain composure in difficult or sensitive situations.
- Maintain cooperative, professional working relationships.
- Communicate clearly and appropriately verbally and in writing in English is required; bilingual ability (Spanish-English) is preferred.
- Operate standard business office equipment.
- Organize duties and tasks to meet established deadlines.
- Understand and carry out oral and written instructions.

- Work independently with minimal direction as well as be effective as a collaborative team member.
- Perform above average math calculations and data analysis functions in an accurate manner (i.e. addition, subtraction, multiplication, division, percentages, and ratios).
- Perform data entry for extended periods of time.

**Necessary Special Skills & Requirements:**

- Employment is contingent on receipt by program of a completed background check that includes CA DOJ, FBI, and CSAR that does not exclude the candidate from working with at risk individuals.
- Because driving is required for this position, employment is contingent upon receipt by program of proof of a driving record that is within the Agency's established criteria.
- For work related driving, employee must have a current, valid California driver's license and proof of personal automobile insurance; or reliable transportation with proof of automobile insurance.
- Must have successfully completed all grant-required case management specific curriculum training or do so as provided within one year of hire.

**WORK ENVIRONMENT/PHYSICAL DEMANDS**

1. While performing the duties of this job, the employee is regularly required to talk, hear, listen, communicate clearly, and may supervise staff and/or volunteers.
2. The employee frequently is required to sit; use hands to finger, handle or feel objects, use manual and automatic office equipment, and reach with hands and arms.
3. The employee is occasionally required to stand; bend; reach down and stretch overhead; walk; climb or balance; and stoop, kneel, crouch, or crawl.
4. The employee may frequently lift and/or move up to 25 pounds unassisted and may occasionally move and lift heavier materials with assistance using ergonomic guidelines.
5. Specific vision abilities required by this job include close and distance vision, peripheral vision, depth perception, and the ability to adjust focus.
6. The ability to travel during the day and/or night, sometimes long distance – possession of a valid California Driver's License and access to an insured vehicle is required.
7. Interaction and contact with outside agencies, vendors, funders, volunteers, donors, and contributors is a frequent aspect of this job.
8. The employee will regularly use computers and computer printers, telephones, and other similar electronic office equipment.
9. The employee may occasionally use kitchen equipment and implements that can be heavy, hot or sharp; as well cleaning and sanitizing products.
10. The environment can be noisy and includes the comings and goings of small children and their families.

*Note: This class specification should not be interpreted as all-inclusive. It is intended to identify the core essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) or California FEHA. Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.*