

## Bay Area Turning Point, Inc.

<b>Job Title:</b> Housing Case Manager A	<b>Job Code:</b>
<b>Department:</b> Client Services	<b>Reports to:</b> Housing Manager
<b>Effective Date:</b> 3/30/2020	<b>FLSA Status:</b> Non-Exempt <b>Pay Rate:</b> \$41,000/year/\$19.71/hour

### Position Overview

**HOURS: 40 Weekly minimum**, or as necessary to achieve program objectives, tasks, activities, responsibilities, and to effectively document outcome measures and variances.

**Work Schedule to Include: Monday, Tuesday, Thursday, 8am-5:30pm Friday- 8 am-3pm; and Wednesday; 12–8:30 pm**

### **SUMMARY DESCRIPTION OF POSITION:**

Provide housing case management assistance to non-residential program participants who have fled a domestic violence or sexual assault living environment. Provide casework both in the office and in the participant's home, once the family exits emergency shelter and is in their own home. Encourage participation in BATP facilitated after-care support group to curtail the participant's return to crisis and homelessness. Provide assistance with transportation to continued services and programs. Evaluate needs of the family and connect them to resources to meet those needs, (i.e., clothing, furniture, food, etc.)

### **ESSENTIAL FUNCTIONS:**

- Conduct casework with housing participants to include goal setting, education, personal financial planning, referral to BATP's victim advocacy program, and other services as necessary.
- Assist parent/child with healthy development.
- Inquire and report all allegations of child or elder abuse to CPS or APS.
- Oversee program participant transportation needs, including reimbursement process for travel to services.
- Be knowledgeable of community resources.
- Provide structured activities for children, while mothers attend non-residential follow-up services.
- Complete HUD regulated inspections as needed.
- Prepare and submit monthly purchase request for rental and/or utility assistance for program participants.
- Work in partnership with Apartment Managers and Landlords to provide safe, sanitary, and secure living arrangements.
- Complete monthly Landlord/Leasing Office calls to ensure continued occupancy while proactively addressing any tenant concerns.
- Maintain program participant records.
- Maintaining strict confidentiality when completing file maintenance and working with collaborative partners.
- Complete on-site emergency victim accompaniments from hospitals and police stations including assessments and intake paperwork.
- Review, prepare, and organize participant's files and database for internal and external monitoring.
- Resolve participant complaints by adhering to the grievance process.
- Serve as the backup to the Housing Specialist.
- Be knowledgeable of program guidelines and be willing to enforce program guidelines when not being followed.

### **RESPONSIBILITIES:**

- Have knowledge of grant objectives and goals.
- Prepare reports as requested.
- Continually oversee program needs and make recommendations to the supervisor.
- Participate in Agency fund-raisers, community awareness, and speaking activities.
- Provide victim information to former shelter residents, including referrals to the victim assistance/advocacy staff as appropriate.
- Work weekends and evenings as required or as requested.
- Attend staff meetings.
- Assist with answering the Agency hotline.
- Assist with providing assessment services to victims.
- Rotate as the on-call emergency accompaniment staff and be able to respond within 45 minutes.
- Represent the Agency in public presentations and professional training.
- Develop and procure program/service awareness activities, literature and program supplies, maintain playroom, information distribution areas, and supplies for school and group activities.
- Facilitate the Job Readiness Classes at shelter.
- Complete assigned chores on a quarterly rotation schedule.
- Complete bi-weekly timesheet and monthly mileage tracking sheet.
- Other duties as assigned.

**SUPERVISION:**

- Oversee volunteers assigned to work with follow-up services.
- Demonstrate leadership, communication, and problem-solving skills in a manner which encourages and empowers residents to seek remedies for positive change.
- Make independent decisions to benefit program participants, and the Agency as a whole.
- Communicate program and participant service needs to the supervisor.
- Assist in problem solving.
- Provide the supervisor with weekly notes that reflect progress, problems, and activities.

**REQUIRED SKILLS / QUALIFICATIONS:**

- Some college courses with related experience; 2-year degree in a related field and 4 years' experience; 4-year degree in a related field with 2 years of experience; or a master's degree in a related field and 1 year of experience.
- Exhibit a "teamwork" approach.
- Sensitivity and knowledge regarding the issues of family violence and sexual assault and, the impact of these crimes on women and children.
- Ability to remain calm in crisis situations.
- Understand residential programs and dynamics of communal living.
- Must be willing to work
- Ability to lift/carry/move a minimum of 40lbs. for an extended distance.
- Must have own transportation.
- Must have a clean driving record and be insurable.
- Must provide proof of and maintain valid personal automobile insurance.
- Must have at least 2 years of verifiable driving experience.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

**I have read and understand the essential job functions that have been outlined in the above job description for Bay Area Turning Point.**

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

**9/2019 Housing Case Manager A**

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HR use only	
Job code	
Job Classification	
Management? (Yes/No)	No
Last revised	3/30/2020

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