

Seminole County Classification Description



Classification Title: Housing Stability Case Manager

Class Code: 3312

EEO Code: C

FLSA: Non-Exempt

Revision Date: February 2016

General Statement of Job

The Housing Stability Case Manager has the primary responsibility to stabilize housing for homeless, formerly homeless, and at-risk of becoming homeless clients. These services include but are not limited to: housing relocation, eviction prevention, housing search, landlord liaison activities, financial coaching, and housing counseling. This position will implement new housing and employment strategies aimed at linking housing case management and employment services with the goal of making rapid client progress toward living-wage employment and housing stability. This position will take a vital role in helping clients achieve self-sufficiency through housing stability.

Essential Functions

Note: *These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position.*

Conducts strengths-based assessment of housing barriers, and works in partnership with client to develop plans for obtaining and maintaining permanent housing.

Work in partnership with clients to develop strategies and short-and long-term goals for obtaining and maintaining employment.

Provide advocacy-based-case-management to clients to support progress on goals aligned with their individual Self-Sufficiency case plans.

Conduct financial coaching sessions with clients that include helping them to understand housing requirements, create and adhere to budgets and build other skills needed for independent living.

Track participant activities, ensure timely and accurate collection of program data, and input client data into the Homeless Management Information System.

Conducts intake and needs assessment interviews with applicants; verifies and analyzes collected data, and makes recommendation for eligibility/non-eligibility.

Completes income certifications for applicants to ensure the household is eligible for housing programs.

Maintains accurate case files, completes all appropriate forms and documents all case activity.

Provides referrals to other local service providers as may be necessary to ensure maximum delivery of available services to eligible applications.

Develops and maintains effective working relationships with public and private service providers within the community.

Conducts home and site visits.

Completes all required case management activities in a timely and accurate manner.

Assists applicants in applying for other available benefits (such as SSI and Food Stamps).

Additional Duties:

Performs other related work as required.

In the event of an emergency, all employees are considered essential personnel and may be required to perform alternate duties.

Minimum Qualifications

Bachelor's Degree in Social Work or a closely related field and three (3) years' experience in the Social Services field.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Additional Requirements

Knowledge of social services procedures, practices and methods; applicable federal, state and local laws, rules and regulations relating to provision of public assistance, and social welfare; case management methods and techniques; services offered by the county and other local public and private community based service agencies.

Ability to resolve conflict and crisis intervention; achieve and maintain effective relationships with applicants, other professionals and the general public; prepare correspondence and comprehensive reports.

Ability to work in a dynamic environment that requires the incumbent to be sensitive to change and responsive to changing goals, priorities, and needs.

Microsoft Office: Word, Excel, Access, PowerPoint.

Required to obtain and maintain a valid Florida Drivers License.

All employees must attend Seminole County Required Trainings.

Department Specific trainings per position may be required.

Working Conditions

The work environment for this position is a combination of an office setting and fieldwork. Most duties are performed while sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment.