



POSITION DESCRIPTION

Senior and Disability Services Case Manager: Housing Navigator Focus

Case Manager: Housing Navigator Focus

EMPLOYEE NAME:

Position Title: Case Manager: Housing Navigator Focus

Classification/Salary Range: Case Manager: Housing Navigator Focus / SEIU Range 17.06

Division/Unit: Senior and Disability Services/Case Management

Supervisor: Unit Manager

FLSA Status: Non-Exempt, Overtime eligible

Representation: SEIU

Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS satellite offices, and in-home, at facilities, or other locations as needed

Position Purpose

This position provides housing support services to adults with disabilities 18-64 years of age and/or senior citizens. This includes supporting clients newly admitted to service, as well as clients who have been receiving services from S&DS for a period of time (i.e., on-going clients). This position provides additional focus to clients in need of support navigating the housing search process, application, and move-in process. Supports are offered through consultation with a client's Medicaid Case Manager or in working directly with a client. Housing Support Services include but are not limited to conducting a tenant screening and housing assessment, developing an individualized housing support plan, developing a housing support crisis plan, identifying and sharing resources, assisting with application processes and move details, offering education and training, coaching and providing assistance, and advocating.

Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.

Position Essential Functions

Provides housing support services to adults with disabilities 18-64 years of age and/or senior citizens. Works collaboratively with an assigned Medicaid case manager as part of a service team to provide assistance to clients receiving long term care services. This position has a special focus on supporting clients in navigating housing search processes, housing applications, and move-out/move-in supports for consumers experiencing homelessness, at risk of homelessness, and those experiencing or at risk for housing insecurity.

Evaluates service needs and develops individualized Housing Support Services assistance plan based on factors such as psychosocial, cultural, financial, and medical conditions.

Provides Housing Support Services for individuals either through consultation with the consumer's Medicaid Case Manager or in working directly with the individual.

Establishes, updates, maintains and communicates a list of available housing opportunities at regular intervals as defined by S&DS procedures and client needs.

Develops and maintains knowledge of community resources for housing support services and shares information with Medicaid Case Manager, S&DS leadership, and community partners.

In consultation with assigned Case Manager, and the client, determine housing barriers, preferences, needs, and goals.

Ensure effective service delivery by notifying Case Managers of all housing opportunities and coordinating individualized housing plans with clients and their assigned Case Managers.

Assist participants with completing housing applications and securing housing of their choice.

Advise colleagues and applicant on the affordable housing eligibility process. This will require maintaining an up-to-date understanding of HUD housing rules

that govern publicly funded housing developments including Low-Income Housing Tax Credit programs.

Maintain a positive collaboration and referral relationship with our local housing authority and other community agencies that focus on housing services.

Provide information and instruction to participants regarding how to complete a housing application, housing search, tenant rights and responsibilities, including observation of rental agreement rules, and being a good neighbor (and refer client to appropriate legal resources as needed).

Assist clients directly with visiting prospective units as a part of housing search, completing housing applications, speaking and engaging with landlords and property managers, coordinate transportation for client to housing-related appointments as necessary.

Connect program participants to community resources that will support the goal of permanent housing acquisition (i.e. acquiring supplemental documents requested for housing applications, referral to credit repair agencies etc.).

Ensure participants have the necessary items to secure housing (e.g. valid identification, income verification, bank statements) and support clients in navigating the process for replacement items as necessary.

Maintain strong partnerships with affordable housing providers to ensure timely information about new opportunities, support appropriate referrals, and assist shared clients with housing retention.

Work with Navigators from other agencies to provide wrap-around services, as appropriate.

Provides information regarding S&DS housing navigator services to the client and, as appropriate, to others associated with the case.

Provides information about, and referral to, other needed programs and services.

Provides these services by telephone and in person and in a variety of settings (e.g., office, client's home, licensed long-term care facility).

Maintains accurate records to ensure proper evaluation and documentation of housing support service needs and interventions.

Completes complex documentation, including handwritten and automated forms and records.

Obtains necessary documentation and verifications of client information and, as necessary, secures client's signature on applications and forms.

Uses a significant number of computer programs to process the client's housing support plan, to update progress and track outcomes.

In cases of suspected abuse, exploitation, or neglect, determines the need for referrals to Adult Protective Services and, when warranted, makes referrals.

Consults and coordinates with appropriate staff, other agencies, property managers, family members and other interested people, as needed, and authorized by client, in order to support housing support plan

Remains current on other agencies, community resources, service organizations, and programs available in the area to support housing needs

Maintains up-to-date knowledge of a broad array of agency, state, and federal rules, regulations, policies, and procedures; reviews manual releases and/or memos (on-line or in hard copy form) for accurate processing; obtains clarifications as needed.

Acts as liaison between S&DS and community partners; establishes and maintains effective working relationships and promotes S&DS programs, as appropriate.

Other Duties of Position

Attends S&DS meetings and local and state training programs.

Represents S&DS on community and inter-agency committees.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

Minimum Qualifications

Bachelor's degree in social work or related field, and three years of progressively responsible experience working within Senior and Disability Services or DHS working with seniors or people with disabilities; or any combination of education and experience that provides the occupant with the skills, knowledge, and ability required to perform the job.

Valid Oregon State driver's license.

Passing a background check is required for this position.

Knowledge, Skills & Abilities

Excellent written and oral communication skills.

Ability to think creatively and respond to a changing environment.

Organized and able to manage time wisely.

Cooperative and collaborative attitude.

Ability to establish and maintain effective working relationships.

Ability to work independently and as a member of a team.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, and aging.

Ability to communicate effectively with participants, volunteers and community members to promote their participation or resolve their concerns with professionalism and respect.

Ability to organize, plan, and coordinate multiple tasks with attention to detail; handle multiple interruptions, maintain focus on tasks and produce accurate work.

Signatures

Employee signature and
date _____

Manager signature and
date _____

Human Resources signature and
date _____