

**CATHOLIC CHARITIES OF CHEMUNG/SCHUYLER  
POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Housing Case Manager I	<b>STATUS:</b>	Non-Exempt
<b>DEPARTMENT:</b>	Gateways	<b>W/C#</b>	8857
<b>EEO CODE:</b>	2	<b>GRADE LEVEL:</b>	320

**PRIMARY FUNCTIONS:**

Under the supervision of the Senior Housing Supervisor (SHS), the Housing Case manager's (HCM) core function is the coordination of care for resident services. The HCM will provide; education (teaching knowledge and skills), support (recognizing successes and assisting with challenges) and accountability (ensuring that all individuals are receiving the services they need, and the program is in compliance with all contractual and regulatory obligations).

The HCM will provide direct services to residents; prepare assessments; develop and implement individual service plans; assist residents in achieving goals; facilitate groups and activities; teach and/or assist residents in developing ADA skills, communication and self-advocacy skills, facilitate resident involvement and community activities; make referrals to community-based services; assist in accessing and maintaining entitlements/benefits; advocate for needed services; assist residents in meeting the obligations of tenancy. Ensuring OMH, HUD and contract regulations are upheld.

**SPECIFIC DUTIES:**

1. The HCM will meet regularly with the Senior Housing Supervisor (SHS) for a review of file documentation. The HCM is responsible for file documentation in accordance with funding regulations, agency policy, procedures, or business practice.
2. The HCM will participate in agency orientation of program operations, policy, procedure, goals and objectives.
3. The HCM will facilitate the integration of the resident into the community, using community-based services whenever possible.
4. The HCM maintains accurate case file records and reports based on the requirements of each funding source/program.
5. The HCM is responsible for the documentation, development, and/or implementation of the following: assessments, service plan goals, service plan reviews, utilization reviews, hospitalizations, Self-preservation testing, discharge planning, progress notes, and income in accordance with each residential housing program, ensuring that the completion of these documents is in accordance with agency policy, procedure, or business practice. Documentation includes both written and data entry as required.
6. The HCM will submit resident files to the SHS within 28-days of an admission for a complete file audit and review, ensuring compliance with program regulations, policy, procedure, or business practice.
7. The HCM will be responsible for the renewal of file documents with expiration dates that include; release of information (ROI) and/or consents to release information, housing quality inspection packets, income verification.
8. The HCM is responsible for ensuring that apartments are maintained at standards established for apartment recertification; reporting the need for household furniture/supply replacement or property maintenance in accordance with agency policy, procedure, or business practice.
9. The HCM will ensure resident fees related to rent and program fees are paid in a timely manner and in accordance with agency policy, procedure, or business practice. The HCM will assist as appropriate with delinquency issues.
10. The HCM will assist, as needed, residents in complying with treatment/service providers, ensuring that there is no lapse in service/funding.
11. The HCM will act as an advocate/mediator for residents experiencing difficulties with landlord/tenant disputes or provider, employment, funding related issues.

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12. The HCM will act as a resource and assist residents transitioning from the program to a more/less restrictive level of care, ensuring a continuity of care with providers and funding streams.
13. The HCM will act as a resource to ensure that the resident has access to services and to ensure that the rights and confidentiality of the resident are not overlooked or denied.
14. The HCM will conduct routine housing inspections to see how residents are doing and to identify those who need help. HCM will communicate concerns with the SHS and work in tandem with the resident to maintain their unit or assist or other needed services. Intervention should be timely and should be working towards self-sufficiency and skill building.
15. The HCM is required to attend staff meetings, treatment team/provider meetings, and staff development/training seminars in accordance with agency policy, procedure, or business practice.
16. Upon request and for special events, nontraditional hours may be necessary.
17. Other duties as assigned.

### **TITLE OF DIRECT SUPERVISOR: Senior Housing Supervisor**

#### **QUALIFICATIONS:**

Bachelors' degree in Human Services or equivalent experience.

Associate degree and two years' experience in Human Services or related field.

A combination of education and experience may be substituted at the discretion of the Executive Director.

#### **ADDITIONAL REQUIREMENTS:**

- Possess excellent verbal and written communication skills.
- Ability to multi-task and prioritize duties.
- Willingness to foster agency, department and program wide cooperation and team work through use of positive/constructive communication techniques.
- Ability to maintain absolute confidentiality in regard to all records reviewed including consumer records, employee records and billing records.
- Proficiency and experience with PC's and Microsoft applications.
- Ability to analyze and interpret data and to handle problem resolution.
- Possession of a valid NYS Driver's license and a driver's record considered acceptable by agency and insurance carrier.
- Continuous use of a reliable, registered and insured vehicle.
- Demonstrate commitment to Agency Mission Statement.
- Working knowledge of community resources and funding systems external to the agency.
- Ability to understand the concept of "mandated reporter" and is diligent in reporting situations to the proper authorities when children may be at risk for abuse and/or neglect.
- Correctly follow procedures for mandated reporting and responding.
- Background checks may be required per program regulations.
- Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.

#### **Ability to meet the following physical requirements with or without reasonable accommodation:**

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle;
- Stand, sit, walk, bend, stoop, kneel, and reach;
- Climb up or down stairs;
- Able to reach above or below shoulders;
- Occasionally lift or move objects weighing up to 10 lbs;
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions;
- Be able to read write and interpret written documents;

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