

		<b>Housing Case Manager</b> <b>Job Description /</b> <b>Physical Requirements and Potential Hazards</b>	
Supervisor(s): Housing Director	EEOC code:	Effective Date: 11/1/2021	Requirements: See below
FSLA Status Non-Exempt Full Time	L & I code: 8	Revision Date: 8/13/2024,	
Supervises: NA	\$19.06 an hour DOE	9/30/24	

Benefits: Medical, vision, dental insurance; life and long-term disability insurance; 403(b) retirement

**Primary Function(s):**

Perform the assessment and triage role of Coordinated Entry as well as Oversee assistance provided to people seeking housing and related services by providing direct service and referrals. Provide statistical reports to funders and OlyCAP Administration. This is a blended position cross-trained to support all functions of the housing department.

1. Respond to calls and online inquiries from community members in need of assistance.
2. Conduct Coordinated Entry Assessment and Prioritization assessment for individuals unstably housed or experiencing homelessness.
3. Maintain required records accurately, comprehensively and in a timely manner, including data entry into the Homeless Management Information System (HMIS), OlyCAP’s CAP60 database, and the housing services By Name List.
4. Evaluate applicant eligibility for housing assistance programs.
5. Work with Coordinated Entry Team to maintain the By Name List in accordance with Department of Commerce Guidelines.
6. Provide direct services and/or referrals to people seeking housing related services within assigned housing grants;
7. Complete Eviction Rental Assistance Program Applications
8. Landlord Engagement to assist and support participants seeking housing or at risk of losing housing.
9. Oversee and assist in the creation of Housing Stability Plans
10. Perform and maintain documentation for case management and prevention services including: basic and supportive services; information and referral; home inspections; follow up with enrolled clients, consistent with the Housing Stability Plans as directed by Program Requirements
11. Complete and submit vouchers for direct service
12. Provide Crisis Intervention; crisis-related referrals and follow up
13. Maintain Client Files as stated within housing grant guidelines
14. Attend Housing Team Meetings and other community meetings as necessary
15. Coordinate with other programs within the agency and outside of agency to maximize service delivery and access to resources
16. Conduct Outreach if determined necessary
17. Participate in ongoing training opportunities
18. Maintain positive and collaborative relationship with colleagues, customers, and partners
19. All other duties as assigned



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**KNOWLEDGE SKILLS AND ABILITIES:**

- Recognizes the value that different perspectives and cultures bring to an organization; is sensitive to socio-economic and cultural norms, expectations and ways of communicating.
- Desire to learn.
- Ability to accept and operationalize constructive criticism.
- Ability to work in a multi-disciplinary team environment.
- Efficient computer skills and ability to learn and work with new databases and computer programs as needed.
- An understanding of the concepts of institutional and structural racism and bias, and their impact on underserved and underrepresented communities.
- Ability to coordinate, track and document the delivery of direct service.
- Well-developed verbal and communication skills.
- Ability to handle stress in crisis situations. Aptitude for making accurate assessments of client's needs.

**QUALIFICATIONS:**

- GED or High School Diploma
- Preferred two year degree in a related field from an accredited public or private institution with at least 30 qtr. Hours or the equivalent semester hours in the field of adult education, human development, human services or social work
- Experience in shelter/housing/case management preferred
- Experience in working with people from diverse cultural, socio-economic, experiential and educational backgrounds preferred



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**PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS**

The following identifies the physical demands and potential hazards typically encountered by this position that can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

- NA:** Not applicable, not required of this position.
- NE:** Requirement is present, but is not essential to the position.
- O:** Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)
- F:** Frequent, 34-66 percent of the time.
- C:** Continuous, over 66 percent of the time.

	<b>NA</b>	<b>NE</b>	<b>O</b>	<b>F</b>	<b>C</b>
Sitting				■	
Walking			X		
Standing				X	
Running	X				
Bending or twisting		X			
Squatting or kneeling		X			
Reaching above shoulder level		X			
Climbing (e.g. ladders)	X				
Driving cars, light duty trucks					X
Driving heavy duty vehicles	X				
Using foot controls	X				
Repetitive motion of hands/fingers				X	
Grasping with hand, gripping				X	



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	NA	NE	O	F	C
Lifting/carrying 10-25 pounds				X	
Lifting/carrying 26-50 pounds		X			
Lifting/carrying more than 50 pounds	X				
Pushing/Pulling		X			
Work in/exposure to inclement weather			X		
Work in/exposure to cold water			X		
Exposure to dust, chemicals or fumes	X				
Work/live in remote field sites					X
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases					X
Exposure to blood, body fluid, or potentially contaminated materials		X			
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current	X				
Seeing objects at a distance				X	
Seeing objects peripherally				X	
Seeing close work (e.g., typed print)					X
Distinguishing colors			X		
Hearing conversations or sounds					X
Hearing via radio or telephone					X
Communicating through speech					X
Distinguishing odors by smell				X	
Distinguishing tastes		X			



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	NA	NE	O	F	C
Exposure to wild/dangerous animals		X			
Exposure to insect bites or stings			X		
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people			X		
Other:					
Other:					

Other physical or mental requirements of this position that have not been addressed above?

I have read, understand and am able to perform the essential job functions; and physical requirements and potential hazards of this position with or without reasonable accommodation.

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

\_\_\_\_\_  
 Date