

JOB DESCRIPTION

02/21

Community Action Partnership of Madera County

POSITION: HOUSING CASE WORKER

DEPARTMENT: Community Services

IMMEDIATE SUPERVISOR: Housing Coordinator

SUPERVISES: N/A

COMPENSATION: Range 23.0

FLSA: Non-Exempt

DEFINITION: Responsible for providing homeless clients with direct case services including advocacy, support, goal setting, assistance in identifying options, evaluation of needs and information, and making necessary community linkages to support their self-sufficiency goals.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION / EXPERIENCE:

- Bachelor's Degree in Social Work, Psychology, Counseling or related field.
- One year experience working in a similar or related field or equivalent of education/experience substitute.

ABILITY TO:

- Have computer skills in MS Windows environment. Must include Word, Excel, and PowerPoint.
- Communicate effectively orally and in writing with individuals and groups.
- Work effectively under conditions of limited supervision, high stress and rapidly changing situations and circumstances.
- Demonstrate sensitivity to the generation / cultural / ethnic diversity of the service population.
- Have excellent documentation/organizational skills.
- Supervise and provide training in a structured setting.
- Work as a team with other CAPMC employees.

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- Communicate orally and in writing in English.
- Communicate orally and in writing in Spanish is preferred.

KNOWLEDGE OF:

- Services for homeless individuals and families.
- Community resources and demographics of Madera County.
- The Fresno Madera Continuum of Care Homeless Coordinated Access System
- Housing of Urban Development (HUD) Regulations for Permanent Supportive Housing Programs
- Fair Housing Laws

MAJOR DUTIES & RESPONSIBILITIES:

LEADERSHIP

- Adheres to and applies the CAPMC mission, values, standards, policies and procedures.
- Attends mandatory new employee orientation/ mentor activities.
- Attends trainings, workshops, and classes to keep abreast of client engagement theories and practices.
- Engages and encourages personal and professional development.
- Ensures services are provided to all clients in a manner consistent with CAPMC mission, standards, values and grant requirements.
- Identifies and resolves concerns and issues.
- Interacts with clients and their families in a culturally and socially sensitive way.
- Keeps apprised of developments and trends in the program's operation and be attentive to the changing or growing needs of the community.
- Keeps informed of current theories and practices in the field.
- Keeps informed of program terms, conditions, and eligibility changes.
- Maintains and ensures that staff and volunteers maintain the confidentiality of staff, parent, child, client, community, and agency information included in files, conversations, meetings, correspondence, or any other source.
- Makes recommendations for replacement, purchase, or repair of equipment.
- Models professionalism for parents, children, clients, community, co-workers, and volunteers.
- Prepares and actively participates in staff meetings and committees.
- Promotes a team environment and teamwork.
- Reports and assists in reporting suspected child abuse in accordance with CAPMC child abuse reporting procedures.
- Represents CAPMC in the community in a professional and competent manner.
- Responsible for setting priorities and meeting deadlines.
- Shares information and knowledge with appropriate staff members.
- Works as a team member to support the functions and operations of the Department and the Agency.

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GENERAL DUTIES:

- Establishes professional relationships with property management companies and real estate agents/owners for the benefit of clients.
- Work with Fresno Madera Continuum of Care (FMCoC) Homeless Outreach teams to help seek out high-risk population in targeted areas.
- Engage homeless individuals by conducting Vulnerability Index Specialized Data Assessment Tool (VI-SPDAT) Assessments.
- Screen and evaluate potential program participants to prioritize enrollment
- Work with the FMCoC's Coordinated Access team to ensure enrollments meet requirements set forth by the FMCoC.
- Maintain a log of outreach activities and street contacts.
- Seeks and maintains necessary community linkages to support identified needs of program participants.
- Collect and document data as required, and assist in compiling statistical data, Housing Management Information Systems (HMIS) and monthly reports.
- Attends training, meetings and other grant-sponsored events both in and out of the county.
- Provides life skills training for program participants.
- Participates in community events such as the Homeless Point in Time Count, program, etc.

CASE MANAGEMENT:

- Manages a full caseload of residential program participants who are in need of ongoing services.
- Works with program participants to help develop their personal goal plan.
- Provides ongoing support and conflict resolution for program participants.
- Responsible for referring individuals to appropriate community resources for additional assistance and counseling.
- Identifies appropriate workshops with clients that will support goals and promote self-sufficiency achievement.
- Works cooperatively with community resources to ensure that clients receive the most comprehensive independent living skills training possible.
- Assesses program participant's current and long-term needs.
- Provides advocacy and support in necessary meetings for clients (medical appointments, court, Social Security Benefit meetings, etc.)
- Provides transportation when necessary and safe.
- Prepares correspondence on behalf of clients to service providers.
- Mentors clients to write their own correspondence.
- Provide client move-in and move-out monitoring duties.
- Enter Information into HMIS (Homeless Management Information Systems) as required by HUD (U.S. Department of Housing and Urban Development).
- When needed, provide oversight for maintenance and repairs and or building security of the project.

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OTHER DUTIES:

- Adheres to the Americans with Disabilities Act of 1990 (ADA), which prohibits discriminatory actions toward any qualified individuals. In particular, children with disabilities are enrolled in the classroom as mandated by federal and state laws.
- Ensures strict compliance with universal precautions during work-related visits or when administering first aid.
- Other duties as assigned within scope of job classification.

LIMITS OF AUTHORITY

- Relative authority to maintain compliance with federal, state, and local laws as well as the Agency's policies and procedures.
- Relative authority to maintain compliance with program standards and the requirements of funding guidelines.
- Maintains close communication with the immediate supervisor to recommend a course of action and to receive directives on priorities.

OTHER REQUIREMENTS:

- Must be able to relate with all people of the community regardless of sexual, ethnic, racial, or religious background or socio-economic level.
- Must be dedicated to the goals and philosophy of CAPMC and Department.
- Must possess emotional maturity, stability, tactfulness, and the ability to provide professional leadership.
- Must have dependable insured transportation and a valid California Driver's License and acceptable driving record. A DMV printout and proof of insurance will be required. Mileage may be reimbursed subjected to the CAPMC's policy.
- Must complete all background requirements: references, livescan checks, a pre-employment physical fitness and drug screen, acknowledgement of child abuse reporting responsibility, criminal record statement, and receive satisfactory clearance from all licensing and investigative authorities. Employment is contingent upon receiving clearances from appropriate authorities.
- Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to ensure at all times maximum safety to one's self, fellow employees, clients, and children.

GENERAL PHYSICAL REQUIREMENTS

Medium work: exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

PHYSICAL ACTIVITIES

- Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that

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required for ordinary locomotion.

- **Balancing:** Maintaining body equilibrium to prevent falling or tripping when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Stooping:** Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
- **Kneeling:** Bending legs at the knee to come to a rest on knee or knees.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Standing/Sitting:** Particularly for sustained periods of time.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- **Pushing.** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- **Pulling:** Using upper extremities to exert force in order to draw, drag, haul, or tug objects in a sustained motion.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position to position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.
- **Fingering:** Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- **Talking:** Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels or without correction. Ability to receive detailed information through oral communication, and make fine discriminations in sound.
- **Repetitive Motions:** Substantial movements (motions) of the wrists, hands, and/or fingers.

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VISUAL ACUITY

The worker is required to have visual acuity to determine the accuracy, neatness, thoroughness of work assigned.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING CONDITIONS

- The worker is subject to both environmental conditions: Activities occur inside and outside.
- The worker may be exposed to infectious diseases.

To build a diverse workforce, CAPMC encourages applications from individuals with disabilities, minorities, veterans, and women. EEO/AA Employer.