

SOUTHEAST COMMUNITY DEVELOPMENT CORPORATION

JOB DESCRIPTION

Job Title: Case Manager **Program:** Homeownership & Financial Stability **Reports to:** Family Stability Program Manager **FLSA Classification:** FT/ Exempt

Salary: \$45,000-\$50,000 depending on experience and education

SUMMARY

The Case Manager provides support to families at risk of losing their home because of unpaid rent. The Case Manager will work very closely with the Baltimore City Community Action Partnership (BCCAP), which is providing financial and legal support to prevent eviction for residents living in Baltimore City. The Case Manager will work mostly with a Spanish-speaking population. Fluency in English and Spanish is required.

JOB DUTIES

- Provide comprehensive case management services to clients, including completing and submitting eviction prevention applications to the Baltimore City Community Action Partnership (BCCAP) through BCCAP's online portal.
- Assist clients with filling out online forms and properly completing and submitting client information.
- Assist clients with gathering and uploading required documentation.
- Work with agency partners and legal services, as needed.
- Collect landlord and/or client signatures on all required documents as provided by BCCAP. ● Act as a liaison between tenants, landlords, and BCCAP; communicate with tenants and landlords about the requirements of the city's rental assistance program
- Advocate for tenants in disputes with their landlords; refer tenants to legal assistance as needed ● Transmit required documents to BCCAP for approval and disbursement of landlord payment. ● Update client throughout the process as to the status of their application for eviction prevention support.
- As needed, assist clients to find appropriate rental housing in the community by identifying housing units that meet all program requirements; assisting clients in locating housing units and determining if a housing option meets their needs and preferences; contacting and recruiting landlords to provide housing appropriate for the client's household characteristics; and assisting clients to complete applications and prepare for interviews with landlords.
- Request payment(s) of rent, security deposit, utilities and other associated costs from BCCAP.
- Connect families with appropriate community resources.
- Conduct follow-up with clients and agencies as appropriate to document use/success of referral.
- Ensure that all documents submitted on behalf of a client are valid.
- Develop relationships with referral sources and other community resources that benefit client families.
- Act as a liaison with various agencies (like DSS, hospitals, police, and housing programs) on behalf of client families.
- Use provided case management software and complete a monthly activity report regarding the progress towards activities.
- Maintain thorough and accurate client records and document client communication. ● Maintain the confidentiality of client information, including personally identifiable information such as name, address, contact information, information on household income and other characteristics of household composition and individual members, and whether or not the client benefits from the

Job Description – Case Manager

Eviction Prevention program, within its information systems.

- Conducting outreach (both in-person and virtual) to educate community members about the Southeast CDC's eviction prevention assistance, as well as our other programs that support families

ACCOUNTABILITY: In order to be successful in this job, the case manager must consistently demonstrate competency in:

- Effective oral and written communication; speaking and writing fluently in English and Spanish.
- Knowledge of the human service delivery system.
- Working independently under general direction and is expected to exercise considerable initiative, discretion and judgment in executing the functions of the job.
- Interpersonal skills: Must be able to treat clients with respect and courtesy and create an atmosphere of acceptance. Must develop and maintain effective working relationships with service providers. ● Maintain confidentiality, manage multiple priorities, and project a professional image to external contacts.
- Self-directed, anticipating opportunities and challenges before they arise and proactively tackling those issues with minimal supervision.
- Client service delivery skills, including the ability to:
 - o interview clients and assess needs using active listening skills;
 - o work with client families to establish goal plans;
 - o motivate others to achieve goals;
 - o effectively use the computer to research resources and report data;
 - o able to make independent decisions using good judgment;
 - o use problem solving techniques when appropriate; and exercise decision making and crisis intervention skills to manage emergency situations effectively.

EDUCATION, KNOWLEDGE, SKILLS AND EXPERIENCE

College degree in social work, human services or related field preferred. At least 2 years of experience working with families or individuals living in poverty. Experience working in an urban setting desired. Computer literacy required.

Abilities/Skills: Ability to express ideas clearly to individuals and groups in oral discussions. Ability to deliver information appropriate to target audience. Ability to communicate and empathize with individuals of diverse backgrounds. Ability to write in a manner that is clear, concise and grammatically correct. Ability to make independent decisions using good judgment. Ability to write and speak fluently in English and Spanish.

