



## JOB DESCRIPTION

**PROGRAM:** Housing & Community Services    **TITLE:** Housing Case Manager (Bilingual Spanish Speaking)

**JOB CLASSIFICATION:** HCS Case manager    **SALARY RANGE:** \$30,763 - \$39,020

**DEPARTMENT:** Housing & Community Services

**IMMEDIATE SUPERVISOR:** Program Director – Housing & Community Services

**SUMMARY DESCRIPTION:** This position carries out community-based, case management responsibilities for CCAP Housing clients experiencing homelessness due to factors including substance abuse, mental illness, and/or chronic physical illness. In addition, this position assists with serving low-income participants in the Low-Income Home Energy Assistance Program (LIHEAP). This is a full-time position located in Aberdeen, Washington.

### FUNCTIONAL RESPONSIBILITIES:

1. Complete comprehensive assessments of all households assisted and develop a service plan to address the supports needed to achieve housing stability and self-sufficiency.
2. Assist landlords to ensure timely inspections at admission to program, annual re-certification and condition of unit inspections meet contractual standards.
3. Maintain regular communication with tenants, landlords, community partners, funders, and management.
4. Perform program orientations to educate and inform applicants of program requirements and responsibilities.
5. Assists clients with developing money management strategies for appropriate budgeting.
6. Serves as an advocate and provides access to services such as financial assistance, legal aid, housing, job placement or education, primary healthcare, mental health and or substance treatment.
7. Provides specialized case management services related to identified needs.
8. Completes all required documentation, including but not limited to progress reports, client eligibility, enrollment, tracking and related documentation.
9. Document all client contacts, care and response, maintain records and updated rosters collect data and prepare reports as mandated by program procedure within agency standards and timeframes.
10. Attend scheduled interdisciplinary team meetings or clinical supervisory sessions to discuss quality of client care.
11. Assist with teaching assigned clients Life Skills
12. Maintains up-to-date tenant rosters (census and rent) at all times.
13. Participate in other CCAP functions as directed.
14. Other duties as assigned.

### QUALIFICATIONS:

1. Spanish Bilingual Skills (Required)

2. Experience as a consumer of mental health/substance use services is preferable.
3. Peer Support Specialist certification or ability to obtain certification within 30 days of hire.
4. Professional experience in the human services or related field and demonstrated experience in rental housing programs for low income, special needs individual and families is preferable.
5. Knowledge of federal, state and local fair housing laws
6. Computer skills necessary for completing documentation in HMIS, writing and responding to e-mails and texts and digital calendars
7. Excellent written/oral communication, organizational, and time management skills in maintaining accurate client files and financial spreadsheets.
8. AA in Human Services or a BA degree is preferable.
9. Must have own car, current WA Driver's License and auto insurance for frequent travel throughout the county to meet and transport participants. Clear driving record is required
10. Ability to pass and maintain a back ground check.

**LOCATION/WORKING HOURS: Grays Harbor County.** Variable. The majority of time will be daytime work hours Mon – Fri in the Aberdeen offices.

This position is subject to pre-employment drug testing.

**It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.**