

URBAN LEAGUE OF BROWARD COUNTY

Job Description

Title: Housing Case Manager
Classification: Exempt
Department: Economic Services Division
Supervisor: Program Director
Revision Date: March 2011

Purpose of Position

A Housing Case Manager is responsible for program management which includes implementing program goals and objectives. The Housing Case Manager conducts assessment, advocacy, housing counseling, education, training and interagency collaboration to ensure effective and efficient delivery of services to clients.

Must be bi-lingual: English and Spanish.

Essential Duties and Job Responsibilities

- ❖ Overall responsibility for business subsection caseload of adult case management division.
- ❖ Independent decision making with case management oversight.
- ❖ Ability to influence the hiring of new staff.
- ❖ With collaboration, determines and approves operating plans, policies and procedures within youth case management division.
- ❖ In the supervisor's absence, will serve as delegated supervisor overseeing project management and associated employees.
- ❖ Actively recruits and retains program clients.
- ❖ Organizes and implements creative programming that result in positive achievements for participant.
- ❖ Provides orientation and one-on-one-counseling to eligible clients in the economic services programs.
- ❖ Provides group education to program clients.
- ❖ Generates service plans, conducts case management and follow-up services on clients, as required by contract.
- ❖ Maintains accurate and complete files for program clients as related to services and activities.
- ❖ Meets all performance standards and requirements for program contracts/grants or Urban League of Broward County.
- ❖ Informs clients and families of support and referral services internal or external.
- ❖ Submits timely and accurate reports and data related to program and clients.
- ❖ Actively participates in Urban League of Broward County's special event committees and projects.
- ❖ Advises immediate supervisor or needs, trends and issues within area of responsibility and recommends activities to address them.
- ❖ Serves as a liaison and contact person with other agencies to ensure coordinated and comprehensive delivery of services to clients.
- ❖ Utilizes high level education, certifications and knowledge to support the specialized needs of the program.

- ❖ Develops and disseminates information to groups and individuals to promote increased awareness of the Urban League and its programs.
- ❖ Performs other duties as assigned.

Standards for Measuring Performance

- ❖ Excellent written and oral communication skills.
- ❖ Outstanding organizational skills.
- ❖ Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- ❖ Must be able to operate a personal computer using Microsoft Office or similar applications.
- ❖ Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- ❖ Ability to balance the needs and expectations of multiple constituents.
- ❖ Positive and team-oriented attitude.

Education/Experience

- ❖ Bachelor's Degree in the field of business, counseling, social work, education or related human service field.
- ❖ Must be fluent in English and Spanish.
- ❖ Must have excellent presentation skills.
- ❖ Experience in the area of recruitment preferred.
- ❖ Experience working with disadvantaged populations.

Other

Must have a valid Florida driver's license and reliable transportation.

Must be able to pass a level two criminal background check and drug screening

THE URBAN LEAGUE OF BROWARD COUNTY -- AN EQUAL OPPORTUNITY EMPLOYER