



# Urban League of Broward County Employment Opportunity

## Position Description

**Title:** Certified Housing Case Manager  
**Division/Team:** Economic Services/Housing  
**Supervisor:** Program Coordinator  
**Revision Date:** April 2021

## Purpose of Position

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

## CERTIFICATION Required:

- HUD Certification required; however, if hired, will be granted the opportunity to become HUD certified within 90 days of hire.
- Applicants with certifications from the NeighborWorks Center for Homeownership Education and Counseling (NCHEC) will be given higher consideration in the applicant pool. If hired, will be granted the opportunity to become HUD certified within 90 days of hire.

## ESSENTIAL DUTIES and RESPONSIBILITIES:

Core Duties and Responsibilities include the following:

- Actively recruits and retains program participants.
- Overall responsibility for business subsection caseload of adult case management division.
- Independent decision making with case management oversight.
- May serve on interview panels to make hiring recommendations of employment candidates.
- Organizes and implements creative, innovative programming on a daily basis that results in positive achievements for participant.
- Provides orientation and counseling to eligible participants in the program, per contract requirements.
- Provides group education to program clients.
- Generates service plans, conducts case management and follow-up services on clients, as required by contract
- Generates service plans, conducts case management and follow-up services on participants, as required by contract.
- Maintains accurate and complete files for program participants as related to services and activities.
- Meets all performance standards and requirements for program contracts/grants or Urban League of Broward County.
- Informs participants and families of support and referral services.
- With collaboration, determines and approves operating plans, policies and procedures within case management Housing Division
- In the supervisor's absence, will serve as delegated supervisor overseeing project management and associated employees'.
- Submits timely and accurate reports and data related to program and participants.

- 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 recommend activities to address them. Serves as a liaison and contact person with other agencies to ensure coordinated and comprehensive delivery of services to participants.
- 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.

**EDUCATION AND/OR EXPERIENCE:**

Bachelor's Degree in the field of business, counseling, social work, education or related human service field. An Associate's Degree may substitute with at least two years of related experience.

**OTHER SKILL, ABILITIES, AND QUALIFICATIONS:**

- Demonstrated experience in conducting financial literacy trainings, counseling, writing, and documentation of case narratives and progress notes.
- Experience in conducting community outreach and presentations.
- Knowledge of community and target neighborhoods a plus.
- Outstanding organizational skills
- Bilingual (English and Spanish or French or Creole), a plus.
- Must have excellent presentation skills.
- Must work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- Willing to work some evenings and weekends.
- Must be able to operate a personal computer using Microsoft Office Suite.
- Ability to carry out responsibilities with flexibility to adapt to changing organizational needs.
- Ability to balance the needs and expectations of multiple constituents.
- Positive and team-oriented attitude.
- 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.

**Submit Resume and Cover Letter to:**

**Senior Director of Human Resources & Training**

[hring@ulbcfl.org](mailto:hring@ulbcfl.org)