

Tabor Community Services
Job Description
Equal Opportunity Employer

Job Title: Case Manager I

Program: TLC

Date Revised: June 12, 2019

A. Basic Functions:

Provide case management support including housing and budget counseling to TLC residents who are transitioning to permanent housing. Build strong, effective professional working relationships with participants utilizing person-centered strategies. Demonstrate strong ethical values and maintain appropriate levels of confidentiality.

B. Essential Caseworker Functions:

1. Guide participants in developing and implementing their own individualized housing plan including goals addressing income and financial stability, overcoming existing barriers, securing permanent housing, and enhancing self-sufficiency to ensure long-term sustainability in housing to the fullest extent possible. Discussion about this plan begins at intake and includes an assessment to determine each client's needs, goals, and eligibility for programs and services.
2. Establish and encourage adherence to a personalized budget and case plan through pro-active housing and budget counseling sessions.
3. Encourage participants to adhere to the rules and guidelines set forth in the Participant Agreement to ensure safety of the participant, staff, community and building; notifying the appropriate manager if issues arise.
4. Provide information, referrals, and application assistance as needed for mainstream benefits and available support from appropriate social service agencies and/or community programs.
5. Using knowledge of residential lease contracts and landlord/tenant laws and ordinances, educate clients on their rights and responsibilities in securing and maintaining rental housing.
6. Maintain accurate client data in physical and electronic case files for each client daily.
7. Refer participants to appropriate housing first programs for which they may be eligible to assist them in a successful transition to permanent housing or assist them directly in that transition when necessary.
8. Maintain professionalism while assisting or collaborating with outside agencies and social workers/case managers as necessary.
9. On occasion transport participants to view apartments, obtain resources from the community, etc.

C. Other Functions:

1. Represent TLC at community meetings as assigned by TLC Programs Manager
2. Assume other responsibilities as assigned by the TLC Programs Manager
3. Provide participant case information and updates in a timely manner

D. Supervision Exercised:

None

E. Supervision Received:

Reports to the TLC Programs Manager

F. Minimum Knowledge, Skills, and Abilities:

1. Education – Bachelor's degree in social work or related field strongly preferred; Associates degree in social work or related field plus one year of relevant experience required.
2. Fluency in speaking and writing English is required, bilingual fluency in English and Spanish strongly preferred.
3. Strong computer skills with proficiency in MS Word, Outlook, Excel, and data management systems essential.
4. Adherence to the Housing First philosophy of ending homelessness.
5. Commitment to Tabor's Core Values and the TLC CARE principles.
6. Ability to remain calm and interact professionally and effectively with participants, staff, service providers, and/or others in difficult, stressful, and/or crisis situations required.
7. Sensitivity to the cultural and socioeconomic realities of those served.
8. Commitment to the principle that everyone has strengths including the capacity to grow and change.
9. An approach to service that is trauma-informed, recovery focused, and empowers people to resolve their own challenges to the fullest extent possible.
10. Ability to establish a respectful relationship with persons served to help them gain skills and confidence.
11. Ability to work collaboratively with other personnel, service providers and/or other professionals.
12. Capacity to maintain a helping role and to intervene appropriately to meet service goals.
13. Ability to set appropriate limits and maintain professional boundaries.
14. Current/valid driver's license and a vehicle that is registered, inspected, and insured.

G. Work Environment and Physical Requirements:

1. Sitting for extended periods, frequent walking, standing, reaching with hands and arms, use of hands and fingers for phone and keyboard
2. Regular computer usage
3. Regular talking and hearing
4. Frequent lifting and/or moving up to 20 pounds and occasionally up to 50 pounds
5. Visual acuity (with or without corrective lenses); close vision, distance vision, and ability to adjust focus
6. Working conditions are generally indoors with periodic exposure to weather to travel to meetings
7. Capacity to use stairs is required to potentially assist residents to exit the 5 story TLC building in the event of an emergency or other times when the elevator cannot be used

H. Classification:

1. This position is classified as: “Regular Full-Time Employment – Staff members who work 40 hours per week, year round. They are eligible to receive all benefits once they have met requirements described in Personnel Policies Handbook.”
2. This position is non-exempt from overtime and paid on an hourly basis.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tabor Community Services.

Employee Signature: _____

Date: _____

Equal Employment Opportunity

Tabor Community Services is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.