



GREGORY HOUSE PROGRAMS

JOB DESCRIPTION

Position Title: Case Manager, Rent Subsidies **Date:** 4/1/2021

FLSA Status: Full Time, Non-Exempt **Supervised by:** Program Director

Primary Responsibilities: Under the supervision of the Program Director, provides comprehensive case management to program participants who are enrolled in a rental subsidy program. The Rent Subsidy Case Manager provides medical, behavioral health and substance use screenings, provides motivational interviewing, harm reduction counseling, health education, treatment adherence counseling, and assists program participants with navigation through the medical, mental health and substance use systems. The rent subsidy case manager also provides tenancy skills, financial counseling, landlord communication coaching, and ensures at all times that the program participant is eligible for rental assistance.

Essential Duties:

- Be familiar with Ryan White Part B and C, and Department of Health guidelines and program policies and procedures.
- Help conduct intake assessments of applicants and assess eligibility criteria.
- Determine eligibility and explain the rent subsidy program to new program participants and provide the Program Agreement detailing various aspects of the program and their participation; develop housing service plans with participants and assist with identifying appropriate housing. Strictly and fairly enforce the Program Agreement and initiate disciplinary action when warranted.
- Promote housing, medical and behavioral health stability: create and amend service plans with measurable and timely goals to promote engagement in medical care and behavioral health services, viral suppression, stable income and stable housing.
- Conduct unit inspections, recertification and rent calculations annually, or more frequently as needed; telephone contact and/or home visit a minimum of twice a year. More frequent contacts depend on the needs of the client. Maintain written correspondences.
- Maintain up-to-date documentation; ensure electronic records are up-to-date to determine continued eligibility and accurate rent calculations, and ensure required funder documents are signed and on record.
- Maintain relationships with landlords to ensure that participants abide by their lease agreement.
- Attend meetings and trainings as scheduled.
- Ensure client confidentiality.

Other Duties:

- Assist the Executive Director, Program Director, and case managers in their duties as required.
- Represent Gregory House Programs in the community as requested and maintain good working relations with other agencies and persons providing services and support to people with HIV.

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Working Conditions: Indoors, air-conditioned rooms; home visits as needed.

Work Hours: 5-day work week, 8 hours a day.

Equipment Use: standard office equipment. Use of own vehicle required.

Physical, Mental, and Communication Demands: Requires use of discretion and judgment; requires working to established procedures, maintaining reliable work attendance; may require working under minimal supervision; requires verbal communication skills and following oral and written instructions.

Skills/Knowledge: In addition to meeting the mental, physical, and communication demands listed above, requires knowledge of substance abuse and mentally ill issues and basic Microsoft Office applications. Valid driver's license and clean driving record required.

Education/Experience: At minimum, a Bachelor's degree and two years of social work experience in HIV, mental health and/or substance use required, preferably dealing with housing issues. Requires ability to resolve conflict.

Approved by: _____

Date: _____

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.