

## Housing Authority of City of Milwaukee

### CLASS SPECIFICATION TITLE: Choice Neighborhood Case Manager

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
B	2	3	Non-Exempt	Resident Services	Resident Services Manager

**CLASS SUMMARY:**

This position is responsible for providing case management services to families. Responsibilities may include assessing individual needs and preparing plans; providing referrals; providing transportation; and performing related case management tasks.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

1.	Conducts initial and ongoing assessments of skills, qualifications, interests, and family self-sufficiency needs and prepare individualized self-sufficiency plans.
2.	Refers families to employment, education, health, and other services in accordance with identified needs.
3.	Assists families in identifying and acquiring housing during relocation.
4.	Provides information to families regarding relocation moving processes, rent assistance options, public housing options, and other matters.
5.	Assists individuals with job readiness and job search activities and with job retention.
6.	Assists parents and children in preparing an educational plan, including: ensuring children are attending school; connecting children to resources; promoting parental involvement in education; and performing other tasks.
7.	Maintains client files and uses case management database to document case management activities for tracking and reporting purposes.
8.	Performs other duties of a similar nature or level.

**TRAINING AND EXPERIENCE** (positions in this class typically require):

High School Diploma or equivalent (G.E.D.); 2-4 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**LICENSING REQUIREMENTS** (positions in this class typically require):

Licensing Requirements:

- Wisconsin Driver's License

**KNOWLEDGE** (position requirements at entry):

Knowledge of:

- ; Case management principles and practices;
- ;
- Community-based resources, programs, and services offered;
- Applicable Federal, state, and local laws, rules, and regulations;
- Department programs and operations.

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### **Independent Judgment/Decision Making/Problem Solving:**

Performs tasks and duties under general supervision, using established procedures and some innovation. Chooses from limited alternatives to resolve problems. Occasional independent judgment is required to complete work assignments. Often makes recommendations to work procedures, policies, and practices. Refers unusual problems to supervisor.

### **SKILLS** (position requirements at entry):

Skill in:

- Conducting assessments;
- Referring families to appropriate services;
- Preparing case plans;
- Advocating on behalf of families;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, clients and others sufficient to exchange or convey information and to receive work direction.

### **PHYSICAL REQUIREMENTS:**

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### **NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

### **SIGNATURES:**

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
SUPERVISOR