

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Resident Employment 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 a variety of case management services to residents to assist them in gaining self-sufficiency. Responsibilities may include assessing needs; identifying available services; and providing ongoing support.

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

1.	Performs outreach, promotion, and recruitment activities on program to potential participants.
2.	Conducts interviews and/or assessments to determine individual needs, job interests, qualifications, and eligibility for services.
3.	Identifies available services based on individual need, including: financial education; job training; job search and placement; and other services.
4.	Provides support to individuals, including: creating self-sufficiency goals and plans; providing continual guidance; assisting with job search tasks; and assisting residents in accessing resources.
5.	Maintain client files and use case management database to document case management activities for tracking and reporting purposes.
6.	Prepares reports outlining progress on program outcomes.
7.	Conducts research to identify potential additional self-sufficiency services.
8.	Monitors individual's participation in programs and services and compliance with program contracts.
8.	
9.	Promotes resident leadership, staffs and provides technical assistance to resident organizations.
10.	Performs other duties of a similar nature or level.

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

Associate's degree in Human Services or related field; 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:

- Department policies and procedures;
- Community-based resources, programs and services offered;
- Computer and related software;
- Methods of preparing reports;
- Research methods;
- Case management principles and practices;
- Applicable federal, state and local laws, rules, and regulations.

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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:

- Assessing individual needs for services;
- Researching and identifying appropriate services;
- Providing case management support;
- Using computers and related software;
- Maintaining client information;
- Monitoring compliance with contracts;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, clients, the general public, 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