

**Knoxville-Knox County Community Action Committee
Homeward Bound Program
Homeless Prevention Case Manager
Job Description**

Summary: This is a professional position under general supervision from the Unit Director. Provides direct case management services to individuals and families who are homeless and in need of re-housing services or who are in immediate need of homeless prevention services. Duties include assessment of the need for services, development of a housing plan, and the identification and organization of financial and community resources to assist the participant in achieving the goals of the plan.

Essential Duties and Responsibilities:

Maintains a designated caseload of short and medium term clients.

Performs outreach with social service and public agencies, homeless shelters, local partners, the media, and others.

Informs the public of available services.

Identifies those individuals and families in need of re-housing or homelessness prevention services.

Interview homeless clients, evaluate intake documentation, and perform assessments.

Verifies tenancy problems, income, need for financial assistance and other factors impacting housing stability and homelessness.

Develops with the participant a housing plan that identifies all barriers to housing stability and strategies to address these barriers.

Negotiates with landlords to accept tenets, late payments, lease violations, damage, etc.

Ensures that housing placements meet rent reasonable tests and lead based paint and other safety/health standards.

Takes actions with legal services, landlords, lending agencies, and others to prevent evictions and to resolve conflicts related to housing stability.

Refers clients to local public and private services as required to address barriers and to meet the goals of the housing plan.

Recommends supervisory approval for direct financial assistance and services needed to resolve homelessness or housing stability issues.

Performs regular follow-up services with clients and with partners to monitor client progress.

Maintains accurate and up to date case notes and case files.

Ensures that clients receive when indicated instruction and/or group facilitation in life skills and budget management.

Directs clients to appropriate job search and employment activities.

May use personal vehicle to transport clients, escorting them to and from essential services.

Coordinates with other HPRP staff and the unit manager to ensure achievement of programmatic goals.

Prepares reports and records as necessary.

Knowledge and Abilities: to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Extensive knowledge of community resources related to services to the homeless population.

Extensive knowledge of the homeless population.

Knowledge of homelessness prevention.

Knowledge of tenancy problems and factors impacting housing stability.

Ability to interact effectively with legal services, landlords, lending agencies, and others to prevent evictions and to resolve conflicts related to housing stability.

Extensive knowledge of counseling and case management methods and skills

Must be computer literate and familiar with common computer word processing, spreadsheet, and database software.

Ability to communicate effectively both orally and in writing.

Ability to evaluate situations and make decisions.

Ability to teach and model problem solving.

Ability to ascertain facts by personal contact, observation, and the examination of records.

Ability to write accurate reports, business correspondence, and plans and procedures.

Education and Experience: Bachelor Degree in social sciences or related field and at least two years work experience in a related field. An equivalent combination of related work experience and education may be substituted for the education requirement.

Preferred Qualification: Bachelor or advanced degree and at least two years experience with homeless and/or a financial assistance program.

Annualized Salary: Skill Level 7 \$27,405 + depending upon qualifications.