



JOB DESCRIPTION

JOBS PLUS CASE MANAGER Grant Position

SUPERVISION RECEIVED:

The Jobs Plus Case Manager shall work under the direct supervision of the Job Training & Entrepreneurial Program Director and the indirect supervision of the Executive Director and Deputy Director.

SUPERVISION EXERCISED:

None

POSITION CLASSIFICATION:

Non-Exempt

POSITION SUMMARY:

This position requires building relationships with and motivating Gainesville Housing Authority residents to foster and empower economic, familial, and educational self-sufficiency. The Jobs Plus Case Manager assists Jobs Plus Initiative participants in achieving their employment goals. The Jobs Plus Case Manager will deliver a broad range of counseling and referral services for low-income participants enrolled in the Jobs Plus Program. The Jobs Plus Case Manager will support the mission and the vision established by the Authority's Board of Commissioners and Executive Director.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but this should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

POSITION RESPONSIBILITIES:

- a. Conduct assessments with prospective participants to determine program eligibility, identify service needs and barriers to the achievement of self-sufficiency, develop individual training/service plans with participants and make referrals or linkages to community agencies.
- b. Provides guidance, advocacy and referrals to community agencies to resolve and facilitate the participants' transition to economic and family self-sufficiency (counseling in life skills areas including parenting, employment, education, financial management, and accessing public assistance).
- c. Maintains monthly face to face contact with participants to counsel participant on areas of employment, education, service needs, financial management, and other

services.

- d. Work with GHA's Community Advocate, Property Managers and JTEP Director to ensure understanding of the needs of and appropriate service delivery to residents.
- e. Maintains contact with community agencies for the provision of services for participants.
- f. Organizes and conducts meetings to inform interested and/or selected participants about the Jobs Plus Program.
- g. Explain the Job Plus Earned Income Disregard (JPEID) to program participants and prospective enrollees.
- h. Work and consult with GHA's Community Advocate, Property Managers and JTEP Director to achieve marketing, enrollment, and retention goals.
- i. Coordinate and conduct monthly workshops and programs with the focus on life skills that will help participants achieve self-sufficiency.
- j. Assist with marketing and outreach for the Jobs Plus Initiative to increase awareness, program marketing, and program utilization.
- k. Assists with sharing success stories internally and externally.
- l. Assist in departmental and company events.
- m. Attend appropriate internal and external meetings and events e.g. networking meetings, job fairs, small business expos, etc.
- n. Maintain accurate and confidential individual files and records in a professional context.
- o. Shall perform any other duties as assigned by Management.

REQUIRED EDUCATION AND EXPERIENCE:

- A Bachelor's degree from an accredited college or university in Social Work, Psychology, Human Services, or other applicable field and two (2) years of progressively responsible case management/social work experience.
- Prior experience in office procedures, record keeping, personal computers, typing and customer service.
- Must utilize personal vehicle when assignments require travel between GHA owned/managed sites and must maintain a clean Florida driver's license and reliable transportation. Mileage will be reimbursed at the posted GSA rate.
- Must understand the role that culture plays in work relationships, operations and dynamics.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must be able to maintain the confidentiality of program participants.
- Good knowledge of pertinent HUD regulations and public housing management, and comprehensive knowledge of Authority policies and procedures.
- Knowledge of Fair Housing, Equal Opportunity, and nondiscrimination laws and

regulations.

- Knowledge of the community, its resources and dynamics applicable to the delivery of Housing Authority programs in assigned areas of responsibility.
- Skill in understanding, applying, adopting, explaining, and interpreting complex regulations, policies and procedures.
- Knowledge of social work, supportive services, and other resources in the community.
- Experience working simultaneously on multiple projects.
- Proficiency in the operation of a personal computer, printer, photocopier and fax machine.
- Skilled using Outlook, Word, Excel, and the Internet.
- Ability to demonstrate and maintain harmonious and effective relationships with residents, co-workers, vendors, and the general public.
- Strong communication and customer service skills.
- Must be able to communicate and handle a diverse population of people.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

- **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone’s efforts to succeed.
- **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions
- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

Employee’s Signature

Date

Supervisor’s Signature

Date



Salary Range: \$40,000 per year