



Housing Authority of the County of Chester

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Housing Authority of the
County of Chester

“On the Road to Excellence”

Public Housing
Housing Choice Vouchers
Family Self Sufficiency
Homeownership
HOPE VI

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Dale P. Gravett

HACC Position: **Housing Case Manager**

Type: Full-Time

Number of Positions: One (1)

Effective date: Immediately

Reports to: **Director of Homeless Prevention Programs**

Positions reporting to this one: None

Position Description/Job Summary:

The Housing Case Manager maintains a caseload of 50-70 households in permanent supportive housing and works with clients to ensure long-term housing sustainability. Case management is specifically focused on housing maintenance and stability: paying rent, interacting positively with landlords and neighbors, managing behaviors that may accompany mental illness or substance use so that they do not interfere with success in housing, developing crisis plans, connecting with appropriate community resources, and supporting clients' individual housing goals.

Duties and Responsibilities:

- Maintain contact with leased up clients through the Housing Locator Program, Rapid Re-housing Program and referrals from the Voucher program.
- Work with each household to ensure a 90% housing retention rate at 3, 6, 9 and 12 month marks.
- Complete case notes after each correspondence and maintain case files.
- Coordinate resources as needed to families and individuals as needed.
- Perform home visits (per restriction guidelines due to the Covid-19 virus) to all clients in the program at one, six and twelve months.
- Complete and updating client's housing stabilization plans at least monthly.

- Review goals and objectives with clients monthly to ensure self-sufficiency goals can be reached.
- Attend HACC and County meetings as applicable.
- Provide Supportive Services to Fairview Village residents. This includes 1 day a week on site in Phoenixville, PA, Monthly programming which includes 3 events and a calendar. Training will be provided by Pennrose as needed.

All work is performed in compliance with strict decorum, in a confidential manner and consistent with the Privacy Act.

Examples of Work Performed:

- Have a presence at meetings and keep a good rapport with other agency workers.
- Maintain constant contact through in person interactions and phone calls with clients in order for the clients to maintain their housing. This includes tenant and landlord communication.
- Keep accurate and updated files for each client- in accordance with various funder's requirements.
- Assist in the planning and implementation of two landlord forums per year.
- Conducts themselves consistent with HACC Personnel Policy.
- Report results of the program to various committees to assure compliance as well as problem solving.
- Perform related work as required or assigned by supervisor.

Knowledge, Experience and Training:

- Minimum of a bachelor's in a social service field such as social work and/or three years or more of direct client experience is required.
- Ability to plan, organize, maintain, and monitor the management of client cases in a concise and timely manner.
- Knowledge of principles and processes for providing customer and personal services. This includes intake assessment, maintaining ethical standards, and data keeping.

- Knowledge of administrative and clerical procedures and systems such as managing files and records and designing forms.
- Ability to work with a diverse caseload, including physical and mental disability, drug and alcohol, criminal backgrounds and more.
- Ability to express ideas clearly and concisely, orally and in writing and to perform work free from material errors.
- Ability to compose letters, reports and other documentation using MS-Excel or MS-Word.