



UHC ERAP Case Manager Position

Position: Exempt, 40 hours weekly reporting directly to the Chief Programs Officer.

Work Hours: 8 am – 4:30 pm, Monday-Friday. NOTE: Hours may be flexible based on tenant needs.

The UHC case manager is responsible for obtaining housing, providing support services, and connecting program participants to community resources to help them become stably housed and as self-sufficient as possible. The UHC case manager is also required to maintain at least weekly visits with each participant, helping them to develop a life plan to overcome the obstacles, where possible, that prevents program participants from becoming stably housed on their own.

This position requires an energetic professional with exceptional people and communications skills. The case manager should be willing to make connections in the community with service providers to help participants receive the assistance needed. In addition, keeping up-to-date case notes and files on every client to track participant progress is essential. The ability to be self-motivated and work independently is a must.

Major Duties & Responsibilities:

- Develop case plans with each program participant, reviewing and amending case plan as needed for participant success.
- Maintaining weekly contact with all program participants.
- Complete the needs assessment upon participant's program entry to connect clients with resources/benefits.
- Follow housing-first guidelines, while strongly encouraging program participants to take advantage of every resource available to help move them toward independence.
- Review the program budget to ensure proper allocation of funds.
- Attend the housing determination committee (HDC) meetings each Friday when a unit in the program is open for occupancy and participate in the coordinated entry process to fill the unit with a qualified applicant.
- Ensure new HDC referrals are contacted within 3 business days and schedule an initial meeting to assess potential for program participants readiness for the program within one week of referral.
- Maintain accurate and timely case notes and paperwork in every program case file.
- Obtain all qualifying participant documentation before program entry.
- Ensure tenant rent calculations are correct at entry and every 3 months for earned income; yearly for SSI/SSDI clients.
- Ensures all documentation for every participant is recorded in HMIS weekly and hard copies placed in the file monthly.
- Client Advocate - Serve as an advocate or liaison for identified households with significant challenges with frequent or long-term housing instability.

- Connections to Services - Work with landlord and/or other community organizations such as, government, philanthropy, and homeless service providers to connect and engage household to available support services. Supportive services include, but are not limited, to advocacy with landlords to deter evictions, identifying new appropriate housing placements, and direct financial assistance, connections to legal services
- Case Management Plan - Establish individualized case management plans/goals with families identified most at-risk for entering the homeless system to stabilize their housing. Case plan can include monetary program support
- Assist with Eligibility Requirements - Assist families to establish eligibility for subsidized housing, including the collection of all required documents and completion of all applications.
- Housing Support Assistance - Request ERAP funds to provide rental deposits, rental assistance, utilities deposits and past due utilities payment; moving expenses, legal expenses, specialized services (tenant coaching/training), basic furnishing for families who have lost everything due to eviction
- Short-term Case Management - Provide ongoing case management to families following housing stabilization for up to 12 months if needed

Knowledge & Skills Requirements:

- At least 2 years case management experience.
- Excellent people skills.
- Excellent time management skills and ability to multi-task and prioritize work.
- Knowledge of budget analysis and management.
- PC and Microsoft Office 365 including Word, Excel, Outlook, and SharePoint proficiency.
- Self-motivated with attention to detail.
- Professional written and verbal communication skills. Excellent follow-up skills via email, text, writing and phone.
- Positive attitude, strong work ethic, reliable and self-motivated.
- Must have the ability to work with little direction maintaining confidentiality and professionalism.

Preferred Skills & Experience:

- Bachelor's Degree in social work or,
- At least 2 years of case management experience.
- Demonstrates the characteristics of a team player and problem solver.