

HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

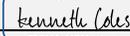
Position Title: **Mobility Case Management Specialist**
 Department: **Voucher Programs Operations**
 Supervisor: **Mobility Program Manager**

Exempt Non-Exempt New Position Revision (see below)

Change of title Previous Revision Date: _____ Other (Please Specify) **Grant Funded**
 Revised qualifications Revised duties
 Expanded qualifications Expanded duties

Effective Date: 01/01/2024

Approved:

DocuSigned by:


Vice President, Voucher Program Operations

Approved:

DocuSigned by:


Director of Human of Resources, Training & Development or Designee

GENERAL SUMMARY

The Mobility Case Management Specialist will be responsible for evaluating the needs of clients, identifying the services needed, and creating a plan to provide said assistance. The Mobility Case Management Specialist will offer support, and linkage to supportive services to assist in finding suitable housing. The duties of this position includes a wide range of activities related to determining and documenting participant eligibility, income, rent and contractual relationships with owners in support of Mobility and Economic Opportunities. The Mobility Case Management Specialist has experience with meeting the established quality and productivity standards necessary to successfully manage a caseload and perform such duties as mobility program admission, re-certification, interim adjustments, rent increases, inspection, and deal with both participants and landlord issues. Reports to the Director of Voucher Program Logistics

PRINCIPAL DUTIES AND RESPONSIBILITIES

Case Management Mobility

- Coordinate and provide relocation assistance that is timely, effective, efficient, equitable and client centered.
- Assist residents in completing applications and turning in paperwork as needed.
- Arrange site visits for potential units for clients
- Assist residents in locating suitable housing in the community
- Assist residents with coordinating transportation, moving and other relocation related tasks.
- Meet regularly with residents to discuss relocation progress, problems and plans

- Manage case assignments, develop assistance plans, track progress and execute case closures.
- Provide residents with information about housing options.
- Establish and maintain contact with public and private community agencies that provide services and support to our residents.
- Develop relationships with landlords, property owners, management companies, etc for potential unit availability.
- Compile forms, reports, letters, etc and establish and maintain accurate resident files.
- Monitor residents' attendance and participation in all relocation activities.
- Perform case management: information and referrals, rent assistance, assessment of resident needs, plan of action development follow-up on referrals, appointments settings, and email/telephone and home (if necessary) contact.
- Engage elderly and disabled residents in relocating by offering additional supportive services.
- Participate in assigned training, workshops, and/or meetings.
- Occasional local travel required.
- Performs other duties as required.
- Maintain a list of available units in high opportunity areas

Admissions

- Conduct eligibility interviews with residents.
- Determine eligibility of applicants/residents through background checks, citizenship, eligible immigrant status, etc.
- Determine annual income in accordance with HUD rules.
- Calculate adjusted income correctly in accordance with HUD rules.
- Determine the voucher size for which each family qualifies in accordance with the Administrative Plan.
Brief and issue vouchers to residents/clients emphasizing availability of housing in high opportunity areas.
- Receive Requests for Tenancy Approvals (RFTA), write and process for payment Housing Assistance Payment (HAP) contracts within 30 days of resident move in.
- Carry out administrative duties such as filing, typing, copying, scheduling, answering phones.
- Educate voucher holders about the availability of the housing mobility service program

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of local workforce development agencies and local health, social service, financial, advocacy, educational, and other agencies to connect

residents and their families to needed services and support.

- Comprehensive knowledge of social work, case management and resources available through community agencies.
- Knowledge of coaching and how to work with individuals to motivate and guide them through the stages of change leading to new behaviors and habits.
- Ability to work collaboratively with residents and guide them to help them meet goals they set for themselves.
- Ability to manage an active caseload of up to 150 participants effectively and efficiently.
- Ability to initiate and coordinate service delivery and follow-up services.
- Ability to communicate and work successfully with people from various socio-economic and cultural backgrounds.
- Ability to prepare, present, and communicate ideas clearly, concisely, and effectively, both orally and in writing.
- Ability to develop and implement effective administration and operational procedures.
- Ability to work as a member of a team.
- Ability to address the public and present information in a clear, concise, and convincing manner.
- Ability to deal effectively with situations that require tact and diplomacy yet firmness.
- Ability to establish and maintain effective and courteous working relationships with other employees, residents, and community agencies that provide services.

Coordination & Administrative

- Manage recruitment processes, including coordinating and scheduling with housing authority staff, as well as families
- Operate by HUD regulations, guidance, and research protocols; comply with all aspects of the Demonstration
- Maintain and monitor outreach and enrollment information using a database and an enrollment tool

Enrollment Activities

- Carry out in-person and virtual enrollment procedures with families, including:
 - confirming eligibility
 - obtaining informed consent
 - conducting a baseline survey

Communication

- Support mobility program recruitment efforts, including outreach to eligible families, fielding questions, and follow-up communication

- Lead informational briefings to families about the Mobility Program
- Provide regular written and oral program updates to program partners
- Participate in other research-related activities as requested

COMPLEXITY / SCOPE OF WORK

- Work performed by the employee ranges from relatively routine to unusual.
- The employee identifies work that needs to be done, prioritizes, coordinates efforts, and performs the tasks.
- Occasionally, the employee must decide about unusual or sensitive situations and develop new solutions.
- The employee's work affects other employees and residents throughout the housing developments.
- Performing work tasks effectively, efficiently, and with compassion enhances relationships between residents and the Houston Housing Authority, provides long-term benefits in managing the Houston Housing Authority housing, and results in the self-sufficiency of participating residents.

GUIDELINES

- The employee follows regulations and guidelines issued by HUD regarding, community services, resident services, and resident initiatives, and applicable Houston Housing Authority policies and procedures.
- The employee acts independently in deciding the best course of action. In situations with no guidelines, the employee may adapt existing approaches, develop new guidelines, decide based on the circumstances, or seek guidance from the Mobility Program Manager.
- When new guidelines are required for grant-funded program roles, the employee develops them with the Mobility Program Manager.

SUPERVISORY CONTROLS

- The employee has no supervisory responsibilities.
- Generally, assignments and instructions come from the Mobility Program Manager and are broad, though there are intermittent occasions when the employee receives specific instructions.
- The employee initiates and performs routine activities without supervisory direction.
- Problems or situations that arise and are not covered by instructions are dealt with independently or in consultation with the Mobility Program Manager.
- The employee's work is reviewed regularly for adherence to policies and attaining objectives.

PERSONAL CONTACTS

- The employee's contacts are primarily with residents and other agencies that assist the Houston Housing Authority. The purpose of such contacts is to bring community services and tenant services to Houston Housing Authority residents, foster resident pride and participation, and provide various kinds of support and assistance for individual families.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- The employee's work is performed indoors and outdoors and involves numerous visits to housing developments, residents' homes, the offices of other agencies, community centers, and meeting halls.
- The employee may drive agency vehicles and be required to push, pull and/or lift objects weighing up to and more than 25 pounds, such as boxes of canned food, tables, or a resident who must be helped into and out of a vehicle.
- The employee may be required to work unusual hours.
- The employee may be exposed to weather extremes and the usual hazards associated with housing developments.
- Traveling to and from properties is required.

MINIMUM QUALIFICATIONS

- Bachelor's degree is preferred in social work, psychology, or related fields.
- Three to five years of professional experience in case management services with low-income, special needs, and/or at-risk populations or a combination of related educational experience
- Additional experience in job development, career counseling, social welfare, financial management is highly preferred.
- Experience using Motivational Interviewing or Cognitive Behavioral Therapy (CBT) is highly preferred.
- Bondable.
- Valid Texas driver's license.
- Eligibility for Houston Housing Authority fleet auto insurance.
- Must Obtain certification in Housing Choice Voucher Specialist within 120 days of employment.

DISCLAIMER

The above statements describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be

construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Please be advised that this role is subject to the availability of grant funding.