



TITLE: Client Advocate and Rapid Re-Housing/TLP Case Manager
SUPERVISOR: Executive Director; Operation Supervisor, Social Service Staff Supervisor
REVISED: September 29th, 2022
PAY: \$20.00 to \$21.00 per hour

ESSENTIAL DUTIES AND RESPONSIBILITIES FOR EACH ROLE:

- **Rapid Re-Housing (RRH) Case Manager duties include:**
 - Manage a medium to long term housing program helping prior homeless individuals/families become housed through Coordinated Entry System
 - Schedule RRH program enrollment and effectively communicate with clients RRH program eligibility requirements and expectations
 - Coordinate with Housing Resource Navigators (HRNs) on locating/inspecting RRH eligible units within program limits
 - Complete monthly case management appointments with all RRH clients to provide long-term case management including coordinating resources and referrals, complete income assessments for RRH clients, as well as complete service records monthly to pay rent and/or utilities for clients
- **Transitional Living Program (TLP) Case Manager duties include:**
 - Manage 18-month long housing program through ECHO's TLP
 - Interview eligible candidates for ECHO's TLP and effectively communicate with clients TLP expectations, house rules, lease agreement, etc.
 - Schedule weekly case management appointments with selected TLP household to provide long-term case management including coordinating resources and referrals and complete income assessments for TLP household
- **Client Advocate duties include:**
 - Determine clients' needs and provide appropriate services to assist them, or, if we cannot, refer them to other resources in the community; Conduct housing inspections; food pantry; eligibility screenings; agency special events, such as school supplies, Christmas toys, CROP Walk, etc.; community projects, special food drives, etc.; special client services, such as cars, bikes, etc., handling certain client groups, such as Spanish-speaking, AODA, etc., and others.
 - Handle and process sensitive and confidential information, keep client files organized and up-to-date, and complete service records for all services provided to clients.
 - Communicate effectively with clients, office staff, volunteers, donors, churches, agency contacts, keeping the Executive Director informed of concerns.

- Assist the Executive Director in the liaison role in the community for ECHO and interprets the purpose of ECHO to the community.
- Has knowledge of community resources and actively coordinates services with other agencies in the community, including active participation on committees relevant to ECHO's services and program initiatives. May fill in for Executive Director at community meetings or media interviews or take a lead role on some community committees.
- Participates in training, seminars, continuing education, and other opportunities for enhancing personal skills, as funding allows and recommended by the Executive Director as well as assist with orientation and training new employees, volunteers, and university interns.
- Alert Executive Director/Operation/Social Service Staff Supervisors to client, agency, facility, or community concerns.

Other Responsibilities

- Other duties may be assigned by the Executive Director and Operation and Social Service Staff Supervisors.

QUALIFICATIONS: *Education: Bachelor's degree in Social Work preferred or a degree in another human services field with human services experience or a person with less than a bachelor's degree, but with advanced education or experience in human services/volunteer agency may be considered. Computer skills required. Spanish as a second language is a plus. Verbal and written communication skills. Knowledge of the community and area resources. A belief in the mission and objectives of ECHO, and an ability to work with member churches, volunteers, and others in the community toward carrying out those objectives. Compassion, and ability to work well with many types of people. A commitment to ethical responsibility to clients and maintaining client privacy and confidentiality. Organizational skills, flexibility, and ability to work independently and also cooperatively within the agency and in the community.*

PHYSICAL QUALIFICATIONS: While performing the duties of this job, the employee is regularly required to sit, talk, and/or hear. The employee is occasionally required to stand, walk, use hands to handle or feel objects, tools, or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The noise level in the work environment is usually moderate.

TERMS:

.75 to 1.0 FTE, hourly position, assuming hours average about 32-40 hours per week. The regular office hours and additional hours, as approved by the Executive Director, within the overall budget recommendations of the Executive Committee. Benefit package includes medical, holiday, vacation, and personal time. Must have a valid driver's license and deemed insurable driver by our insurance provider prior to hire.