



Oregon Coast Community Action
 1855 Thomas Avenue, Coos Bay, OR 97420
 (541) 435-7090
 hr@orcca.us

Title:	Housing Case Management Specialist	Program:	Essential Services
Location:	Coos Bay, Oregon	Agency:	Oregon Coast Community Action
Pay Rate:	Hourly, \$12.50-\$14.00 DOE	Classification:	Full-Time, Non-exempt
Reports to:	Housing Coordinator	Staff Supervised:	N/A
Date Posted:	05-18-2017	Posting Expires:	Open until Filled
HR Contact:	541-435-7090 hr@orcca.us	Revised:	January 2017

External Applicants:

Please submit an employment application, cover letter and resume on our website, www.orcca.us or to hr@orcca.us.

Internal Applicants:

Please submit a letter of interest and resume to hr@orcca.us.

Job Description

PRIMARY PURPOSE:

To work as a part of the Essential Services (ES) team by assisting clients in need of housing related assistance and managing short to long-term cases within ES. To work as an advocate for low income households in danger of becoming homeless, to advocate for those who are currently homeless and to advocate for those dealing with mental health and/or other issues.

ESSENTIAL JOB FUNCTIONS:

- Case-manage client/households in the Housing Assistance Programs.
- Conduct housing assessments and application review.
- Conduct intake activities including interviews.
- Conduct home visits for housing inspection/dwelling assessments.
- Develop and maintain client records as assigned.
- Maintain regular contact with clients/households.
- Act as a primary case manager to assigned clients/households.
- Coordinate and submit timely and accurate rent calculations and check requests.
- Coordinate services and referrals with partner agencies.
- Interact with community partners to enhance ORCCA programs.
- Attend case management, HUD, OHCS and other housing based trainings and seminars and disseminating trainings to ORCCA staff.
- Maintain comprehensive, detailed and accurate files and data in job specific computer programs.
- Interact with the public, other staff and partners in a cooperative manner.
- Facilitate communication with others by using available technologies (e.g., phone, fax, e-mail, file sharing)
- Establish consistent weekly schedule to ensure accessibility by staff and families.
- Maintain overall knowledge of all ORCCA Essential Service Programs.
- Represent and promote the program by serving on appropriate committees, boards and councils and by attending community meetings, as approved by supervisor.
- Advocate for needs of low-income families that help them establish linkages to their communities.

INDIVIDUAL AND TEAM EXPECTATIONS:

- Attend staff meetings, center meetings, and/or other workshops/meetings as notified.
- Maintain a positive attitude regarding ORCCA and all its programs.
- Model behaviors that demonstrate an understanding, acceptance and welcoming of diversity.

- Maintain respect and positive communication regarding all children, families and staff.
- Maintain confidentiality of client and staff information.
- Maintain open, two-way communication with staff.
- Accept suggestions and guidance from supervisor and other management staff.
- Seek feedback on job performance and evaluate suggestions and guidance to incorporate in performance.
- Commit to further training. Develop an individual training plan using program tools, as appropriate.
- Communicate with supervisor regarding any needed changes or concerns with work schedule.
- Adhere to agency procedures as a mandated child abuse reporter.
- Regular attendance is a requirement of the position.
- Ability to perform the job with or without reasonable accommodations.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have excellent communication skills and telephone etiquette.
- Must be customer service oriented.
- Must have positive outlook and be able to work with people in crisis.
- Must be MS Office Suite literate.
- Must have basic accounting/budgeting skills.
- Ability to work as part of a team.
- Ability to work in a fast paced environment.
- Ability to work in excess of eight hours per day and during evenings as required.
- Ability to sit for as long as four hours at a time.
- Ability to conduct home visits.
- Ability to drive and travel throughout service area.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

- High School Diploma or equivalent.
- All combinations of vocational/post-secondary education, experience and/or training will be considered.
- Experience working in social services, with low income families or crisis situations preferred.
- Excellent oral and written communication skills.
- Strong organization and time management skills.

WORK ENVIRONMENT:

- Geographic Area: Coos and Curry Counties Primary worksite: Coos Bay, Oregon
- May lift items up to 51 pounds with or without reasonable accommodations.
- Access to indoor office, in a climate-controlled environment; may not have access to sunlight. Regular activities outside in a non-climate controlled environment.
- Regular kneeling, bending, stooping and sitting on the floor.
- Regular walking and standing for prolonged periods of time.
- Occasional events outside of the office at irregular hours will be required.
- Attendance at off-site staff training events will be required.
- Driving to sites on a regular basis throughout Coos and Curry Counties will be required.

OTHER:

- A current Oregon Driver's License is required.
- Proof of automobile liability insurance @ \$100,000/300,000 liability limits and maintain such limits.
- Reliable transportation for getting to work.
- Must be free from illegal drugs, may be subject to suspicion testing.

NOTE: The specific statements reflected in each section of this position description are not intended to be all-inclusive, but rather the basic elements and criteria considered being necessary in order to satisfactorily perform the duties associated with the position.

Oregon Coast Community Action is an Equal Opportunity Employer.

Please inform Human Resources at 541-435-7090 or hr@orcca.us if you require an accommodation in order to participate in the application process. Apply online: www.orcca.us