

## **PUBLIC HOUSING FAMILY SELF-SUFFICIENCY CASE MANAGER**

Public Housing Family Self-Sufficiency Case Manager provides individual case management to Public Housing (PH) Family Self-Sufficiency (FSS) participants to assist them in removing barriers to economic self-sufficiency, reduce or eliminate reliance on public assistance, increase income potential, and to make progress towards achieving economic independence.

Minimum starting wage is \$20.07 per hour. LMHA offers full time employees medical, dental, vision, and life insurance; Retirement plan and 457 deferred compensation plans through OPERS; 10 vacation days from date of hire; 15 sick days, 15 paid holidays, 2 personal days and a self-care day.

Minimum requirements: Associates degree in Social Services or related studies plus one (1) year relevant experience, or equivalent combination of education and relevant experience. Must possess and maintain valid Ohio driver's license and be insurable by LMHA's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio driver's license within 14 days of employment.

Please download the application packet from the website. Completed packets can be emailed to [jobs@lmha.org](mailto:jobs@lmha.org), faxed to 440.288.7361 or mailed to: LMHA, Human Resources Department, 1600 Kansas Avenue, Lorain, OH 44052. Applications accepted until position is filled.

**EQUAL EMPLOYMENT OPPORTUNITY AUTHORITY**



## **LORAIN METROPOLITAN HOUSING AUTHORITY**

### **PUBLIC HOUSING FAMILY SELF-SUFFICIENCY CASE MANAGER**

Reports to: Resident Services Supervisor  
Department: Resident Services  
Location: 1604  
Status: Non - Exempt  
Salary Range: \$20.07 - \$30.15 per hour  
Pay Grade: 5  
Revision: July 2022

#### **General Statement**

Summary: Provides individual case management to Public Housing (PH) Family Self-Sufficiency (FSS) participants to assist them in removing barriers to economic self-sufficiency, to reduce or eliminate their reliance on public assistance, to increase their income potential, and to make progress towards achieving economic independence.

#### **Duties and Responsibilities**

##### **Primary Duties:**

Provide individual case management to participants of the Public Housing (PH) Family Self-Sufficiency (FSS) program to assist them in achieving economic independence.

Conduct intake and regular interviews with participants.

Determine participants' initial and ongoing strengths, needs, obstacles, and employment and economic goals by utilizing needs assessment tools, interviewing, and quarterly reporting forms.

Develop a Contract of Participation and Individual Training and Services Plan for each participant to outline goals for employment, assets, education, and possible home ownership.

Participate in relevant meetings, trainings, workshops, events, or outreach functions to establish collaborations with community service providers to maintain current directory of resources for referrals and pursue initiatives to support the needs of participants.

Assist participants in removing possible barriers towards achieving self-sufficiency primarily through referrals to local service providers for education, employment assistance, counseling, childcare, medical services, transportation, and other supportive services.

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Provide participants with support, encouragement, crisis/stress management techniques.

Maintain participant files.

Develop strategies to increase graduation rates.

Conduct quarterly meetings with FSS Program Coordinating Committee, provide program updates, and gather input.

Publish monthly FSS newsletter to send to all participants.

Utilize LMHA computer software to monitor participants' recertifications, maintain and update escrow accounts, and create FSS addendums to form HUD 50058 to be uploaded to PIC monthly.

Mail annual interest reports to participants with escrow balances.

Monitor participants' compliance with Contracts of Participation and assess eligibility to graduate.

Evaluate requests for interim and final disbursements from escrow funds.

Communicate regularly with AMP management regarding status of FSS participants.

Complete and submit required documents to LMHA Accounting department several times per month.

Annually update PH FSS Action Plan and provide statistical analysis for LMHA Annual Plan.

Promote the FSS program through mass mailings, outreach at events, marketing at LMHA offices, providing postings for the website, etc.

Revise procedures, forms, marketing materials, as needed.

Annually complete eLogic Model with program activities and outcomes as part of grant application and reporting.

Participate in planning and implementing programming and outreach events with Resident Services Department.

Perform other related duties as required.

### **Qualifications**

Education/Experience: Associates degree in Social Work, Social and Human Services, Social and Community Services or related studies plus one (1) year of case management experience, or equivalent combination of education and case management experience.

Language Skills: Ability to communicate effectively with staff, residents, and the public.

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Mathematical Skills: Basic math skills.

Reasoning Ability: Problem solving.

Computer Skills: Ability to learn computer programs needed for the position.

Certificates, Licenses, Registrations: Must possess and maintain valid Ohio driver's license and be insurable by LMHA's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment. Must obtain FSS Specialist, FSS Case Management Specialist, and Public Housing Rent Calculation certifications from qualified training institutions within 12 months of hire.

### **Knowledge, Skills, and Abilities**

Must pass physical, drug screen, employment reference and criminal history background check.

Proficient in Microsoft Word, Excel, Outlook and can learn Print Shop and/or Publisher software.

Ability to become proficient in LMHA computer software.

Knowledge of rent calculations and form HUD 50058 helpful.

Possesses and/or able to acquire knowledge of HUD regulations, relating particularly to the FSS program.

Requires the ability to use office equipment such as a computer, fax, calculator, copy machine, multi-line telephone systems.

Ability to work in a fast-paced environment and prioritize multiple tasks with frequent interruptions.

Knowledge of qualitative and quantitative evaluation methods.

Effective case management, interviewing, and crisis management techniques.

Ability to pay attention to detail and work accurately on a consistent basis.

Ability to meet/exceed the expectations and requirements of internal/external customers.

Requires a high degree of motivation, self-direction, and the ability to operate independently with little supervision.

Excellent interpersonal and communication skills to facilitate the interaction with the public and to relate to all levels of socio-economic individuals, including at-risk and special populations.

Excellent customer service skills.

Strong administrative and organizational skills.

Ability to follow directions and work independently within guidelines.

Ability to maintain confidentiality.

Ability to explain reasoning for actions taken and be able to clearly document such reasoning in writing.

Able to work flexible hours as needed and directed, including evenings.

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Ability to speak, read, and/or write Spanish a plus, but not required.

### **Physical Demands/Work Environment**

Physical Qualifications: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to sit, talk, see, and hear. The employee frequently performs repetitive motions of the wrist, hands, and/or fingers, primarily while using a computer. The employee is frequently required to stand and walk; ascend and descend stairs; reach with hands and arms; climb, balance, kneel, bend, stoop, crouch, or twist; finger, grasp and handle objects. The employee must occasionally lift, push, pull, and/or move up to 25 pounds, up to 20 pounds frequently.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate with typical office sounds and conversations of others able to be heard throughout the office area.

In some environments, the operation of machinery and equipment may be heard and smelled. Work is performed in a typical office environment with occasional exposure to dirt, dust, outdoor weather conditions and outdoor temperatures. The employee must occasionally be able to drive a vehicle in all kinds of weather.

### **ADA/EEO Compliance**

The Lorain Metropolitan Housing Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.