



Warren Metropolitan Housing Authority

Job title: CoC Caseworker

Civil Service Status: Classified

Work Location: Travel within Region 14

Probation: 90 days

Program: CoC Grant Programs

Lunch: Unpaid

Reports to: CoC Grant Manager

Pay Range: 9

☒ **Full-time**

☐ **Part-time**

Hybrid Telework eligible

☐ **Exempt**

☒ **Nonexempt**

Essential Duties and Responsibilities:

Under general direction, this position is responsible for managing individualized housing plans, coordinating access to healthcare, employment and social services for tenants experiencing homelessness within Region 14, (Butler, Clermont and Warren Counties). Conduct comprehensive assessments to identify client needs and connect them with appropriate resources, ensuring housing stability and long-term self-sufficiency.

- Promote and provide excellent customer service.
- Conduct initial intake and assessment with clients prioritized through coordinated entry.
- Work with clients to develop appropriate strategies and plans for addressing their needs
- Provide emotional support and counsel clients.
- Maintain regular communication with landlord base to help secure units for clients experiencing homelessness.
- Coordinate lease signing with owners and ensure clients understand the rules of the lease and CoC program.
- Conduct NSPIRE housing inspections for approval of units.
- Maintain confidential client records in accordance with applicable laws and regulations.
- Maintain license in Homeless Management Information System (HMIS) to update client files.
- Adhere to ethical standards and best practices in casework.
- Meet at least once monthly with all clients or more if needed to monitor and evaluate progress and adjust plans as needed.
- Assist and follow up with employment search to promote self-sufficiency
- Act as an advocate for clients to ensure they receive the services they need.
- Address crisis situations, such as child abuse, substance abuse and mental health emergencies.
- Perform other related duties as assigned by supervisor.
- Maintain compliance with COHHIO performance and management plan
- Demonstrate regular and predictable attendance.
- Follow all safety and health practices of Warren Metropolitan Housing Authority
- Attend meetings and participate in ongoing professional development and training.

Qualifications:

- Ability to communicate and relate to people of diverse backgrounds and abilities and establish and maintain effective working relationships.
- Ability to solve problems with creative and individualized approaches.
- Knowledge of community resources, social work principles, practices and methods
- Ability to work with diverse populations and to handle complex situations with sensitivity and professionalism.
- Ability to take initiative and work with minimal supervision.
- Knowledge of and experience with basic computer skills

- Excellent organizational skills and time management
- Ability to prioritize and plan effectively.
- Valid Ohio Driver's license
- HMIS license within 6 months of employment

Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively communicate with co-workers, clients, and property owners.
- Computer skills efficient in (MS Office – Word, Excel, and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to conduct assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Ability to maintain confidential records.
- Preferred knowledge of HUD and PHA policies, procedures and practices pertaining to the HCV and Special voucher Programs
- High school diploma or GED required. Bachelor's degree in social work, psychology, or a related human services field, with experience in case management of supportive services preferred.

Physical Requirements:

- Ability to perform the essential job functions consistently safely and successfully with the ADA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA and other federal, state, and local standards.
- Must be able to lift and carry up to 25 lbs.
- Must be able to talk, listen and speak clearly on telephone.
- Must be able to sit for 30-60 minutes at a time.
- Must be able to sit in front of a computer screen and enter data for one or more hours at a time.
- Must be able to travel daily between Butler, Clermont and Warren Counties.

Compensation/Benefits

- Employer paid Dental and Vision Benefits
- Employer paid Life Insurance \$25,000
- Vacation Benefits 80 hours
- Sick time accrues at the start of employment.
- Sick Leave Incentive Plan (SLIP)
- Paid Holidays (12 ½ Federal Holidays)
- Healthcare allowance or opt-out arrangement.

Print Employee Name:

Employee signature:

Date:

Board approved Date _____