

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title:	Tenant Based Rent Assistance, Households Impacted by Gun Violence Case Manager II (TBRA-HGV Case Manager II)
Reports To:	Justice Initiatives Programs Coordinator
Supervises:	None
FLSA Status:	Non-Exempt
Pay Grade:	3

General Duties:

The TBRA-HGV Case Manager is responsible for implementation and coordination of all aspects of the Tenant Based Rent Assistance, Households Impacted by Gun Violence Program (TBRA-HGV), including but not limited to eligibility screening; housing subsidy assistance and rent calculations; voucher issuance; landlord eligibility screening; payments contracts; lease addendums; referrals to supportive services; determining program compliance and handling program terminations; monitoring caseload activities; and providing client and landlord customer service. The TBRA-HGV Case Manager must be attentive to the social service needs and challenges faced by low-income families and individuals as well as understanding of the impacts of gun violence in Champaign County.

This position will build and maintain collaborative partnerships with landlords, permanent subsidized housing providers, community agencies, funders, referral sources, and other entities as required for program success.

This position will ensure delivery of assigned duties and program services in accordance with the Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.

Specific Duties and Responsibilities:

- Provide program services for assigned caseload of approximately 10-15 households with children.
- Provide home and community-based services to program participants in coordination with the Trauma Resilience Initiative staff.
- Actively participate in “wrap-around” coordination and team meetings.
- Motivate and encourage client engagement and follow through.
- Coordinates, supports, and advocates for clients to gain access to needed resources,

- completing, and submitting referrals to services as necessary.
- Document all service provision within 48 hours of service/contact.
- Routinely keep and compile data for monthly reports.
- Manage caseload ensuring that clients and landlords meet and continue to comply with program eligibility and participation requirements.
- Conduct initial and periodic re-certifications/re-exams of clients to ensure accuracy and timely determinations of eligibility and subsidy assistance calculations in accordance with program policies and applicable U.S. Department of Housing and Urban Development (HUD) regulations.
- Provide excellent direct customer service to clients and landlords participating in RPC's TBRA-HGV program including but not limited to responding to inquiries and requests from clients, landlords and the general public.
- Implement application of evidence-based practices, such as Balanced and Restorative Justice (BARJ), cultural humility, and motivational interviewing principals.
- Document all tasks completed in the appropriate client and landlord files within the client records system in accordance with established document management requirements.
- Responsible for timely and accurate follow-ups to complete tasks; open, reviews, and act upon all mail, telephone and electronic and phone call inquiries received within established timelines; use agency approved forms, letters, and correspondence; assure that all correspondence issued is the correct and most recent version.
- Attend training as required by supervisor.
- Participate in team meetings, individual supervisions, and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximize coordination and communication among all the Community Services programs and staff.
- Maintain up to date work schedule in Outlook calendar.
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Maintain up to date work schedule in Outlook calendar.
- Supports co-workers in on-boarding and ongoing development through job shadowing, mentoring, and training.
- Other duties as assigned.

Required Knowledge, Skills, Characteristics and Abilities:

- Bachelor's degree in human or social services or related field and a minimum of three years of direct client service experience.
- Ability to pass criminal background check.
- Valid driver's license, a safe and reliable vehicle, and the ability to transport clients on occasion.
- Ability to visit home sites and public sites in Champaign County.
- Strong interpersonal, written, and verbal communication skills and the ability to forge positive relationships with clients, co-workers, and colleagues.
- Requires skilled reading, analyzing, and interpreting data, documents, information, and publications.

- Must possess problem solving abilities with skills to identify critical issues and develop and execute plans to resolve disputes.
- Demonstrated ability to use critical thinking to solve problems.
- Organization and Records Management Skills.
- Demonstrated ability to use time-management skills to achieve success with schedules, workloads, and deadlines.
- Ability to utilize organizational skills to manage all aspects of a client's case, including tracking activities, updating records and monitoring outcomes. Must manage files and documents and follow recordkeeping requirements.
- Ability to complete case notes.
- Manage multiple work streams and priorities simultaneously while maintaining quality, customer service standards and accuracy.
- Must use basic to advanced math skills to complete financial forms, develop reports and understand statistical data. Must use math in daily work tasks, such as calculating financial eligibility for services, determining level of subsidy assistance, or monitoring expenditures.
- Highly proficient data entry and computer skills and the ability to use and manage computer files, use databases, create spreadsheets, and prepare presentations.
- Must have aptitude to become proficient with proprietary database operations and demonstrate functional proficiency in use of Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Must possess the ability to influence, interview and negotiate.
- Must demonstrate excellent listening skills, presentation and public speaking skills and the ability to share information effectively to diverse groups.
- Must possess strong writing skills to compose documents, reports, and correspondence.
- Knowledge of HUD tenant-based rent assistance programs preferred.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of systems of care and trauma-informed care principles.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to work a flexible schedule to accommodate program needs including periodic early mornings, evenings, nights, and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Conduct in-person meetings with individuals facing difficult life issues
- Conduct program specific screenings, eligibility determinations, and assessments
- Travel to meetings, training, service delivery, and other worksites.

- Provide direct work with program participants or on behalf of the program participant approximately 70% of workweek; non client specific program related functions 30% of workweek.
- Approximately 20% of work time in travel, 50% sitting, and 30% standing.
- Lift and carry equipment necessary to complete work, approximately 20 pounds.

Competencies:

- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Civility:** Ability to authentically communicate one's own personal ideas, while also respecting and not dismissing other peoples' outlooks. Ability to think deeply about respectful interactions, foster collaboration, and successfully encourage others to make effective decisions that result in achieving goals of the department and the organization.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Composure:** Conveys a positive image of him/herself, his/her team, and the company effectively. Understands how tone of voice, word usage, eye contact, and body language affects others' perception of him/her.
- **Customer Focus:** Convergence of product awareness, attitude, efficiency, and problem solving in a way that adds value to the team, role, or organization. Satisfies expectations and requirements from both internal external stakeholders. Identifies customer needs and is able to provide solutions or answers to problems.
- **Cultural Competency:** Demonstrates the ability and understanding to appreciate and interact with people from cultures or belief systems different from one's own such as age, gender, ethnicity, and race in the most fair and productive way.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Effectiveness:** Ability to organize work process in such a way to "get the job done" using proper tools and support, and leveraging management, peers, and team members. Completing work that has been outline in an effective manner, which includes being

done in a timely fashion to meet deadlines, and in a manner, that fulfills all requirements of the work.

- **Efficiency:** Able to achieve maximum productivity with minimum wasted effort or expense.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Professionalism:** Demonstrates a high-level of professional etiquette with internal and external stakeholders. Maintains tact in addressing difficult, awkward, or conflicting situations. Displays consistent poise in all facets of his/her work.
- **Quality of Work:** Demonstrates a commitment to accuracy and thoroughness and is fully committed to excellence in all phases of his/her job. Identifies and resolves mistakes, errors, or omissions quickly and thoroughly.
- **Quantity of Work:** Achieves maximum productivity. Is effective in using time wisely and allocating tasks to ensure that all work is completed in a timely manner.
- **Respect for Diversity:** Manages all kinds and classes of people equitably and inclusively. Respects diverse perspectives. Supports equal and fair treatment and opportunity for all.
- **Resource Management:** Ability to effectively manage all resources, such as budget, effort, time-required to achieve organizational goals and business results.
- **Team Work:** Provides assistance, information, or other support for the team to build or maintain relationships with them. Works well with other team members and does not contribute to unproductive group conflict.
- **Technology:** Comfortable using technology to accomplish tasks including adapting to new technology to optimize performance.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
- **Attention to Detail:** Pays close attention to detail to avoid errors or mistakes.

Work Environment:

- Primary work will be conducted in client homes and the community with many different variables related to pets, cleanliness, air quality, etc.
- Office work will also be performed in an open cubicle environment sometimes involving distractions.
- With pre approval from supervisor, office work may also be performed in a home-work environment that meets compliance with the telecommuting policy.
- Frequent near-vision use for reading and computer work

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____

Revised: 5/25/2022