

The Case Manager will support the Housing Rental Assistance Program of the Salem Housing Authority, in collaboration with the ARCHES Project. HRAP serves homeless individuals and families in the City of Salem. The program is designed to assist participants successfully transition to permanent housing through intensive case management services, housing placement assistance, and medium-term rental assistance. The program allow participants to further develop the stability, confidence and coping skills needed to sustain permanent housing.



reach to program participants. The Case Manager will work with program participant to develop an Action Plan to assist participants in increasing self-sufficiency and overcome barriers to accessing and maintaining stable housing.

Assistance may include helping participants obtain mainstream benefits; accessing educational and employment assistance; providing life skills such as budgeting; tenant education; accessing community resources; accessing health care resources; and building support networks. The Case Manager will also provide assessment, support, and referrals for substance abuse recovery services and/or mental health treatment. The goal of the Case Manager is to assist program participants to access housing and to increase supports needed to remain in housing on a long-term basis.

Ready to make a difference?

Here's how to apply:

Applications can be downloaded at www.mycommunityaction.org. Email your application to jobs@mwvcaa.org.

Or mail/submit to:

**Mid-Willamette Valley Community Action
Agency CRP-ARCHES
2475 Center St NE, Salem OR 97301.
503-585-6232**

Equal Opportunity Employer
Job # 201724

NOW HIRING **Case Manager** **Homeless Rental** **Assistant Program**

The ARCHES Project

\$14.64 per hour plus benefits

Open until filled.

Kaiser Medical, Vision, & Dental
4% annual salary contribution to 401(k)
Flex account, Basic Life insurance
paid vacation, sick and holidays

This position will assist participants with locating and accessing rental housing opportunities as well as case management and out-

MINIMUM QUALIFICATIONS: EDUCATION AND EXPERIENCE High School Diploma or General Education Degree (GED); and two-years related social service experience; and/or equivalent combination of education and experience. Computer skills required. A Bachelor's degree in Social Services or a related field is preferred,.

Ability to make effective presentations to groups; effectively present information; and respond to questions from groups of clients, community partners, and the general public. Computer experience including newsletters and other marketing tools. Proficiencies in Microsoft Office Products including email. Demonstrated ability to establish and maintain effective working relationships with community-based organizations and other agencies and individuals to help develop collaborative services. Demonstrated experience in achieving goals and objectives. Ability and experience in working with culturally and ethnically diverse people of all ages, without regard to sex, race, religion or socioeconomic level. Availability to work evenings and weekends, as necessary.

Ability to research and develop knowledge of existing resources (federal, state, county, city and private agencies). Knowledge and understanding of the causes of poverty and homelessness and the barriers that tend to keep individuals and families from becoming self-sufficient. Demonstrated ability in marketing techniques. Demonstrated ability to maintain a positive attitude and adapt to changing situations and plans.



Helping People  Changing Lives

**Mid-Willamette Valley Community Action Agency
2475 Center ST. SE, Salem, OR 97302**

POSITION DESCRIPTION

Job Title: Case Manager, Homeless Rental Assistance Program (HRAP)
Program/Dept: Community Resource Programs of MWVCAA, in collaboration with Salem Housing Authority
Reports To: HUD Programs Manager (MWVCAA)/Client Services Manager (SHA)
FLSA Status: Non-Exempt
Revision Date: October 9, 2017
Pay Range: J

OUR MISSION: EMPOWERING PEOPLE TO CHANGE THEIR LIVES AND EXIT POVERTY BY PROVIDING VITAL RESOURCES AND COMMUNITY LEADERSHIP.

GENERAL DESCRIPTION

The Case Manager will support the Housing Rental Assistance Program of the Salem Housing Authority, in collaboration with the ARCHES Project. HRAP serves homeless individuals and families in the City of Salem. The program is designed to assist participants successfully transition to permanent housing through intensive case management services, housing placement assistance, and medium-term rental assistance. The program allow participants to further develop the stability, confidence and coping skills needed to sustain permanent housing.

This position will assist participants with locating and accessing rental housing opportunities as well as case management and outreach to program participants. The Case Manager will work with program participant to develop an Action Plan to assist participants in increasing self-sufficiency and overcome barriers to accessing and maintaining stable housing. Assistance may include helping participants obtain mainstream benefits; accessing educational and employment assistance; providing life skills such as budgeting; tenant education; accessing community resources; accessing health care resources; and building support networks.

The Case Manager will also provide assessment, support, and referrals for substance abuse recovery services and/or mental health treatment. The goal of the Case Manager is to assist program participants to access housing and to increase supports needed to remain in housing on a long-term basis.

MINIMUM QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

High School Diploma or General Education Degree (GED); and two-years related social service experience; and/or equivalent combination of education and experience. Computer skills required. A Bachelor's degree in Social Services or a related field is preferred, but not required.

PREFERRED COMMUNICATION SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to communicate effectively both orally and in writing in English or bilingual English.
- Ability to make effective presentations to groups; effectively present information; and respond to questions from groups of clients, community partners, and the general public.

OTHER QUALIFICATIONS

- Demonstrated ability to establish and maintain effective working relationships with community-based organizations and other agencies and individuals to help develop collaborative services.
- Demonstrated experience in achieving goals and objectives of a program.
- Ability and experience in working with culturally and ethnically diverse people of all ages, without regard to sex, race, religion or socioeconomic level.

- Ability to work well within a team environment, with minimal supervision.
- Multi-tasking, organizational skills, attention to detail and time management skills and experience.
- Demonstrated ability in problem solving and decision making, work well with details, both conceptual and financial.
- Availability to work evenings and weekends, as necessary.
- Computer experience including the ability to create computer-generated newsletters and other marketing tools. Proficiencies in Microsoft Office Products including email, Google resources, and internet resources such as social media and browser searches.
- Ability to research and develop knowledge of existing resources (federal, state, county, city and private agencies).
- Knowledge and understanding of the causes of poverty and homelessness and the barriers that tend to keep individuals and families from becoming self-sufficient.
- Demonstrated ability in marketing techniques.
- Demonstrated ability to maintain a positive attitude and adapt to changing situations and plans.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Oregon driver's license and insured vehicle available for use on the job.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. This job description is not intended to be all-inclusive. Employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required.

- Provide direct service to participants, including case management and housing placement assistance to assist participants in becoming self-sufficient and overcoming barriers to accessing permanent housing.
- Identify participant needs, barriers, and strengths, and apply this information when developing action plans.
- Coordinate joint-service planning with partner agencies regarding program participants.
- Assist participants to access mainstream resources and other community resources.
- Provide information & referral services to a broad variety of community resources.
- Advocate on behalf of participants.
- Conduct home visits.
- Assist with participant screening, enrollment and maintain client files.
- Provide client-tracking, follow-up, and support.
- Track participant progress made toward program goals.
- Track fiscal summary and grant fund allocation.
- Provide housing placement assistance.
 - Assist participants in locating rental units in the Salem area.
 - Contact landlords and property management companies to advocate on behalf of participants.
 - Meet with landlords and participants to facilitate the housing search process.
 - Assist participants to address barriers and needs during the housing search process.
- Promote the program to prospective landlords and obtain necessary paperwork.
- Maintain relationships with partnering landlords.
- Provide information to the community about the programs offered through the ARCHES Project.
- Input participant data in the HMIS (Homeless Management Information Systems).
- Compile information for reporting.
- Ensure that program policies and procedures, and funding requirements are met.
- Attend agency/community meetings and trainings.
- Complies with MWVCAA and SHA Safety Policies and personnel rules.
- Work a full 8 hour day, 5 days a week.
- Communicate and follow verbal and written instructions.
- Maintain regular and punctual attendance.
- Performs other program related duties as assigned by the supervisor.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

CONFIDENTIALITY

Respects the confidentiality of information about Mid-Willamette Valley Community Action Agency and Salem Housing Authority's clients, staff, personnel issues, and other program operations.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties and responsibilities of this job, the employee is frequently required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk or hear; regularly required to stand and walk; and occasionally required to stoop, kneel, crouch, or crawl; climb or balance. 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 ability to adjust focus.

EQUIPMENT USED The equipment used described here is representative of that an employee may encounter while performing essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties and responsibilities of this job, the employee will use office material and equipment including, but not limited to, writing instruments, keyboard, calculator, fax, copy machine, computer, cell phone, and telephone.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

- The noise level in the work environment is usually moderate.
- Driving in all conditions.
- Occasionally exposed to wet and/or humid conditions due to outside weather conditions.
- Ability to work safely in a variety of conditions.
- Ability to work with the public and at-risk clients with basic needs for housing, health and social support.
- Able to adapt and work under pressures of services, deadlines, while working in a fast-paced client needs-driven environment.
- Able to work in teams with people from all backgrounds and experiences.