



Housing Caseworker

Division: Housing & Community Development

Department: Housing

Reports to: Housing Coordinators

JOB SUMMARY:

The Caseworker's primary responsibility is to administer the Rapid Re-Housing Program (RRH) according to Buffalo Urban League Guidelines, the Department of Housing and Urban Development's (HUD) regulations, and with the City of Buffalo's Policies and Procedures. This position works closely with other agencies as a part of the regional RRH coalition.

I. GENERAL DUTIES:

Caseworker is responsible for assisting clients to move from homelessness (including shelter) into permanent housing. Must ensure that clients once re-housed have all of the tools and resources needed to remain in permanent housing.

II. QUALIFICATIONS:

- Bachelor's degree in Social Work or related field.
- At least one (1) year's experience in related Child Welfare preferred.
- Must be customer oriented with ability to work with families from a diverse population.
- Good understanding of housing issues and policy in Western New York.
- Good oral and written communication skills.
- Good interpersonal communication skills and team player with a positive attitude.
- Efficient computer skills.
- Effective time management skills.
- Valid New York State Driver's License and access to a car that is available at all times.
- Bilingual Spanish-speaking candidate preferred.
- Certified HUD Housing Counselor preferred.

III. COMPETENCIES:

- **Technical Proficiency** - Maintain technical expertise by keeping abreast of information and related trends through training; networking with other professionals in the field; reading newspaper articles, magazines, periodicals, etc.
- **Client - Focused** - Ability to work with a diverse clientele from different ethnic and cultural backgrounds; understand and be sensitive to their needs.
- **Decision Making** - Ability to make independent responsible decisions in service delivery with continued supervisory guidance.
- **Teamwork** - Support teamwork and information sharing among staff for effective service delivery.

IV. SPECIFIC DUTIES:

- Provide stabilization services (case management) to all clients in conjunction with community partners.
- Assist all clients with move in activities.
- Manage financial assistance funds (security deposits, rent)
- Maintain regular contact with street, shelter, and housed clients.
- Navigate clients through the ECDSS as well as other government bodies to secure entitlement benefits.
- Perform assessments on all applicants for programs eligibility.
- Provide case management services to all clients enrolled in the program.
- Participate in the WNY Coalition for the Homeless and Rapid Re-Housing Committee along with other committees that benefit the Housing team.
- Participate in weekly case conferences with the RRH team.
- Accurately maintain paper files for all clients enrolled in the program.
- Document all links to services and treatments in HMIS database system, and/or other CMS systems as designated by agency need.
- Maintain positive relationships with landlords and other providers.
- Enter call case notes and other assessments into HMIS in a timely manner.
- Keep quality of data at 97% (HUD requires 95%).
- Prepare all required reports in a timely manner.
- Other duties as assigned by Program Coordinator.

Please note:

This job description is intended to identify and list the responsibilities, duties and qualifications for the position. It cannot be considered all-inclusive, however, as changing organizational circumstances can result in changes to some of those responsibilities, duties and qualifications. Further, every task supporting the functioning of the position may not be listed or not listed in detail.

The Buffalo Urban League has a commitment to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination.

Submit resume and cover letter to: Beverly Moore, bmoore@buffalourbanleague.org