

## **Project Now, CAA Job Description**

**Job Title:** Case Worker – Permanent Supportive  
**Department:** Community Services  
**Reports To:** Community Services Director

**Prepared By:** R. Lund  
**Prepared Date:** March 2021  
**Revised By:** L. Birch  
**Revised Date:** 03/26/2021

**FLSA Status:** Non-Exempt

**SUMMARY:** To identify and assess the needs of individuals and families who are homeless or at the risk of being homeless. Provide supportive services, information, and referrals to customers with the ultimate goal of assisting them to secure and maintain decent, safe and affordable housing.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Assist with the identification of individuals or families that are homeless or are at risk of becoming homeless.
- Conduct assessments to determine the current level of need in various life skill areas or the need for additional specialized services.
- Provide information, referral and collaborate with service providers to address barriers to securing and maintaining housing.
- Develop a basic understanding of Homeless Services including the Continuum of Care, State, Federal and funding requirements.
- Develop an understanding of shelter systems, mental health systems, and other service provider systems and their referral processes.
- Network with other service providers within the Community and Continuum of Care.
- Maintain and form trusting relationships with individuals and families to help them acquire and maintain housing.
- To assist the individuals and families in identifying options and alternatives, setting goals, and becoming self-sufficient.
- Maintain accurate, complete, and organized records and reports for statistical data collection.
- Must be able to develop and implement individualized, strengths-based service plans and progress reports.
- Must be able to support families and individuals in their efforts to meet the expectations of other service providers – for example DHS daycare forms and information for government assistance.
- Must be able to understand outcomes assessments and utilize outcomes information to inform service delivery.
- Attend related community meetings and workshops as needed.
- Will be required to drive.

**Supportive Housing only:**

- Facilitate the application process for all Project NOW permanent rental properties and maintain waiting list.
- Make contact with each Project NOW tenant within 1<sup>st</sup> month of move-in and offer supportive services.
- Assist Project NOW maintenance staff with quarterly housing inspections.
- Provide ongoing supportive services to all Project NOW tenants.

**SUPERVISORY RESPONSIBILITIES:** This job has no supervisory responsibilities.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Must be proficient in the use of Microsoft Office, 10 key and other office equipment.
- Ability to read, analyze, and interpret policies and procedures, technical procedures, or governmental regulations.
- Ability to write reports, and business correspondence.
- Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Must have a reliable vehicle, valid driver's license, and proof of insurance.

## **EDUCATION AND/OR EXPERIENCE**

- High school diploma or GED required.
- Associate degree (A. A.) or technical training preferred.
- Six months to one-year related experience and/or training or equivalent combination of education and experience.

**PHYSICAL DEMANDS and WORK ENVIRONMENT:** While performing the duties of this job, the employee is regularly required to talk or hear, frequently is required to stand, walk, and sit in situation where it relates to dealing with people. The employee is occasionally required to enter homes of supportive housing tenants or transitional housing participants. The noise level in the primary work environment is usually quiet as associated with the office environment.

*Positions within Project NOW are primarily grant funded and funding decreases can affect our staffing levels.*