

FAMILY SELF-SUFFICIENCY PROGRAM CASE MANAGER – Two Positions

Ithaca Housing Authority – 800 S. Plain St., Ithaca, NY

Full-time

Starting annual salary range - \$50,000 - \$56,160/year

Applications accepted until positions are filled.

Excellent benefits including affordable health, dental and vision insurance, NYS Deferred Compensation Program, NYS Retirement System, and generous paid leave. Civil Service position. EOE.

Apply online at www.cityofithaca.org. Please send resume with application; cover letter is optional.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing case management services to families receiving housing assistance with the goal of becoming economically self-sufficient. The case manager assists participating families in increasing their earned income, reducing their dependency on social welfare programs, and ultimately achieving economic independence. The case manager accomplishes this by offering a combination of case management, supportive services, and financial incentives. This role requires a deep commitment to helping families overcome barriers, access resources, and achieve their goals. The work is performed under general supervision in accordance with program goals and regulations. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides outreach to prospective program participants;

Interviews and determines eligibility of applicants for the FSS program;

Assess the strengths, needs, and evaluate both the short-term and long-term goals of each participating family related to employment, education, financial stability, and personal development.;

Assists program participants in writing their Individualized Service Plan (ISP) and setting program and family goals and steps needed to increase financial independence;

Assists families in identifying and accessing various services in the community that can help them achieve their goals;

Collaborate with other community organizations, government agencies, and service providers to expand the resources available to participants;

Establishes effective relationships with participating families by providing ongoing case management by monitoring participants' progress toward goals, addressing challenges, and adjusting the ISP as needed

Networks with community agencies, determines key leadership from these agencies and coordinates the formation and ongoing viability of a program coordinating committee (PCC) to provide services, technical assistance and policy guidance;

Assists with the development of action plan policies for the program with the recommendations of the PCC;

Organize and facilitate workshops and training sessions on various topics relevant to self-sufficiency;

Monitor the escrow accounts that accumulate funds as participating families' earned income increases;

Maintain accurate and up-to-date records and data on program participants, progress, and outcomes that is used for program evaluation and reporting to HUD;

Stay informed about changes in relevant policies and regulations that could impact the FSS program and program participants;

Maintains knowledge of successful national and local efforts to assist low-income families achieve economic self-sufficiency;

Provide support and encouragement to participants, helping them overcome obstacles and stay motivated to achieve their goals;

Prepares and maintains program materials and a variety of assessments, case notes, records, and reports as necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of the characteristics, needs and interests of families receiving housing assistance; good knowledge of the principles, practice and techniques of program planning, implementation and evaluation; good knowledge of federal, state and local housing regulations as applied to the Family Self-Sufficiency Program; good knowledge of accepted case management and client-centered interviewing techniques including appropriate assessment, goal setting, referral, monitoring and limited crisis management techniques; good knowledge of community agencies, facilities and services which can be utilized to aid residents; ability to plan and organize activities and services; ability to communicate effectively, both orally and in writing; ability to establish effective relationships with others; ability to secure the cooperation of others; ability to organize, prioritize, and demonstrate good time management skills; initiative and resourcefulness; tact; courtesy; sensitivity to the needs of participating families; ability to maintain confidentiality; physical condition commensurate with the demand of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's degree in psychology, sociology, social services, human services, education or a closely related field with similar course curriculum; or
- B. Possession of an Associate's degree in psychology, sociology, social services, human services, education or a closely related field with similar course curriculum and two (2) years of full-time paid experience, or its part-time or verifiable volunteer equivalent, working in human services in a capacity involving the provision of direct services to clientele; or
- C. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience, or its part-time or verifiable volunteer equivalent, working in human services in a capacity involving the provision of direct services to clientele; or
- D. An equivalent combination of training and experience as defined by the limits of (A) through (C) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

SPECIAL REQUIREMENT: Possession of a valid NYS Class D driver's license at the time of appointment and maintenance of said license for the duration of employment.