



## **DOORWAYS Job Description**

- JOB TITLE:** TBRA Case Manager
- SCOPE:** Full-Time/Non-Exempt
- SUPERVISION:** This position reports to the Own Home Program Director

### **Job Description**

The TBRA Case Manager strives to achieve person-centered care through all of its actions. The TBRA Case Manager role is to work with clients who need longer term rent assistance in order to maintain stable housing. The creation of housing plans with clients to address barriers and goal setting, leading to increased self-sufficiency is a major job responsibility. Gaining and maintaining working relationships with landlords in the community is a vital component of the job especially pertaining to clients having safe, decent and affordable housing. The TBRA Case Manager must be detail orientated, organized and able to multi-task. Time management is critical.

This job description in no way states or implies that these are the only duties the Housing Resource Specialist will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

### **MAJOR DUTIES AND RESPONSIBILITIES**

#### **Assist qualified clients in gaining and maintaining stable housing**

- Expedite contact to clients referred for the TBRA program.
- Complete TBRA program eligibility assessments.
- Process referrals, including completing intake assessments and recertification's as needed.
- Complete specific paperwork required by the funder for each household.
- Creation and follow up on housing plans designed in part with clients in the program.
- Process requests for monthly utility reimbursements.
- Complete timely housing inspections.
- Gather all necessary documentation from clients, or other concerned parties
- Utilize SCOUT/CaseWorthy databases as the main systems of collecting and recording services rendered.
- Data entry of all communication with client, provider or any other appropriate party connected to providing requested service.



## **DOORWAYS**

- Maintain accurate client data that is needed for monthly/annual reports and can easily be reported out to Agency executives and outside stakeholders.
- Work in collaboration with other agency departments to facilitate meeting client goals.

### **Program Responsibilities**

- Perform administrative requirements, including general correspondence.
- Must have a positive attitude on a daily basis and work well under high pressure, short-term deadline situations.
- Build working relationship with others in the housing profession and related facilities and organizations.
- Attend community housing meetings as needed.
- Must have proficient knowledge of Microsoft Office software, especially Word, Excel and Outlook.
- Must be able to multi-task in a fast paced, high-energy work environment.
- Must be able to work well as a team member and also be a self-starter who is able to work independently.
- Excellent writing and language skills.

### **EDUCATION & EXPERIENCE**

- A Bachelor's degree is preferred.
- Experience working in social services is a plus. Housing field is preferred.
- A broad understanding of HIV/AIDS, mental disorders, substance abuse and homelessness.

### **PHYSICAL REQUIREMENTS**

The TBRA Case Manager will do a large part of his/her work sitting and/or standing at a computer and must be able to spend extended periods of time typing and reading at a computer. The position does require standing and sitting regularly throughout the day. Inspection of the dwellings of clients may require the ability to walk up and down multiple flights of stairs.

### **WORKING CONDITIONS**

Works in a climate-controlled and well-lighted environment with a smoke-free policy. Works in an office and throughout the building daily. Position may require employee to go off-site and visit housing units. All DOORWAYS staff are encouraged to remain safe at all times and follow all local, state, and federal laws.



**DOORWAYS**  
**ACKNOWLEDGMENT**

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of **TBRA Case Manager** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that as a result of my employment, I may be exposed to the AIDS and Hepatitis B Viruses.

Initial: \_\_\_\_\_ Date: \_\_\_\_\_

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or I and such termination can be made without notice.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature – TBRA Case Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature – Own Home Program Director

DOORWAYS provides equal employment and social service opportunity to all regardless of race, color, sex, national origin, ability, gender, gender identity, gender expression or sexual orientation.

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