



<b>Job Title</b>	<i>Case Manager</i>
<b>Department</b>	Rapid Rehousing for Families Program (FRSP)
<b>Reports to</b>	<i>Associate Program Director</i>
<b>Location</b>	<i>Washington, DC</i>
<b>Position Type</b>	<i>Regular, Full-time</i>
<b>Exemption Status</b>	<i>Non-Exempt</i>
<b>EEO Classification</b>	<i>5700</i>
<b>Date</b>	<i>August 2024</i>

### **General Summary**

The Case Manager is part of the Rapid Rehousing for Families Program (FRSP) which offers short-term rental subsidies and unit inspection services to families at risk of homelessness. Under general supervision, the Case Manager is responsible for working closely with the Senior Case Manager in coordinating a number of client-facing services around rental payments, client rental contributions payments, inspections, or any landlord-related issues. The incumbent will be responsible for ensuring that information on clients and landlords participating in the program is accurate and that all pertinent data is uploaded into the designated data system in a timely manner throughout the program participation. The Case Manager will need to provide one-on-one assistance to clients and landlords participating in the program and coordinate and troubleshoot any issues pertaining to landlord relationships, inspections, or rental payments. The Case Manager is expected to coordinate and work closely with the Senior Case Manager and to team up with other staff working on the FRSP program, such as customer care specialists, inspection coordinators account payable and receivable specialists, etc. to provide the highest level of care to clients participating in the program. The incumbent will also be responsible for building strong working relationships with the primary case managers assigned to the clients participating in the FRSP program and other Department of Human Services representatives. The incumbent is expected to be responsive to requests from clients, landlords, and other stakeholders from the FRSP program and provide the highest degree of customer service through all interactions.

### **Essential Duties and Responsibilities**

According to the ADA 1990, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Verifies client lease-up package to ensure compliance with program requirements; verifies client information, vendor status, billing, and contact information for accuracy.
- Under Senior Case Manager guidance updates client-level information, landlord information, and any other information relevant to rental payments in the appropriate electronic systems as designated by Greater Washington Urban League. Ensures the highest degree of data accuracy and performs data cleanup as necessary.
- Maintains accurate records of clients participating in the program and ensures compliance with record-keeping and documentation standards per Department of Human Services and Greater Washington Urban League standards and requirements.
- In coordination with the Senior Case Manager, serves as the lead for client-related interactions pertaining to unit inspections, landlord issues/complaints, rental payments, client rental payment contributions, etc.
- Works closely with the primary case manager assigned to the clients and works in partnership with other staff supporting the FRSP program.
- Provides one-to-one case management services to clients participating in the program and coordinates all communications with the clients on issues related to rental payments and inspections.
- Maintains accurate case notes and records of all client and stakeholder interactions in a system designated by the Greater Washington Urban League.



## Job Description

- Participate in periodic program reviews and provide updates to the supervisory team on the issues experienced by the participants in the FRSP program.

### **Qualifications**

- Must have a high school diploma or GED program; associate degree or equivalent preferred;
- Must have a minimum of 3 years' experience providing case management services, ideally working with homeless families or individuals;
- Must be authorized to work in the U.S.;
- Must successfully complete a criminal background investigation;
- Extensive knowledge of case management principles and best practices;
- Ability to multitask at a high level;
- Skilled in oral and written communication;
- Proficient in MS Office;
- Valid driver's license;
- Demonstrated experience within a customer service environment; and
- Outcome-focused with the ability to manage competing demands.
- Must successfully complete a criminal background investigation.
- Experience working with people from diverse racial, ethnic, and socioeconomic backgrounds.

### **Working Conditions**

The employee will be working in a normal office setting to include a possible hybrid schedule.

### **Physical Requirements**

While performing the duties of this job, the employee will frequently sit, stand, walk, and reach. May need to lift files or packages periodically.

### **Other Duties**

This job description is intended to describe the general nature and work performed by employees but is not a complete list of activities, duties, or responsibilities required of personnel. Furthermore, other duties, responsibilities, and activities may change or be assigned at the discretion of the employer.

### **Direct Reports**

None

### **Signature**

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

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



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## Job Description

<b>Approved By:</b>	
<b>Date Approved:</b>	
<b>Reviewed:</b>	

