

## **JOB DESCRIPTION**

**TITLE:** Case Manager  
**SOURCE OF FUNDS:** HOPE VI – CSS and Private Foundation Funds  
**REPORTS TO:** Project Manager, Case Manager Supervisor and Urban Strategies

### **BACKGROUND:**

The C.J. Peete HOPE VI program will involve the complete redevelopment of this former public housing site as a mixed income housing development. Funding for the revitalization program, including the CSS component, an integrated system of supportive services and opportunities, is from a HUD HOPE VI grant and from other public and private resources. The CSS component will involve cutting edge approaches to countering poverty and building self sufficiency for low income citizens. Some families of the former development will choose to and will qualify to return to the public housing units in the new mixed income community. Whether or not the families return, it is the purpose of this program to provide them with a broad and integrated set of supports as they make the transition to other housing and to economic self sufficiency. It is also the purpose of this program to work with partners to increase the human capital-building assets in the revitalized HOPE VI community.

### **BASIC FUNCTION:**

Works with a team of social workers, case managers, relocation and employment specialists and other professionals to identify appropriate social service supports during and after housing transition. Support for families includes successful transitioning to new schools and to other services and opportunities in the new neighborhood. Utilizes knowledge of the New Orleans community to establish effective relationships with businesses and social service organizations. Provides case management and referral and seamless coordination with other community and supportive services activities that promote economic self-sufficiency for families, enhance quality of life for seniors and the disabled and increase opportunities for residents as they prepare to live successfully in a new, mixed-income development or move toward housing self-sufficiency in the community.

The staff team of CSS Case Managers will support residents in developing individual responsibility plans and in achieving or exceeding economic self-sufficiency goals. The case manager will also work with residents to help them to achieve other individual development and family strengthening goals. The staff team will coordinate with Urban Strategies, the Housing Authority of New Orleans (HANO), and other stakeholders to implement a seamless case management plan by closely and thoughtfully coordinating relationships among selected service providers and partners. The staff team will: 1) aggressively recruit residents to participate in the CSS program and perform initial and on-going assessments of clients; 2) work to prepare clients to meet requirements of new HOPE VI development or to live successfully and move toward housing self-sufficiency elsewhere in the community; 3) work with residents between the ages of 19 and 64 to train for employment, find employment and retain employment; 3) work with families to support the involvement of young children in high quality early childhood

development programs; 4) work with youth and their families to support involvement in activities and programs that will pave the way for productive adulthood.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

1. Undertake aggressive and continuous outreach among residents to communicate to them the opportunities and requirements associated with the program and to promote participation by recruiting residents for appropriate activities.
2. Learn, fully utilize and prepare to support other staff members in the use of a client tracking system.
3. Through home and office visits meet regularly with C.J. Peete residents and establish and maintain working relationships with all heads-of-households and other adults between the ages of 19 and 64.
4. Perform initial and on-going assessment of each household.
5. Develop realistic individual responsibility plans with residents between the ages of 19 and 64.
6. Maintain frequent contact with members of the assigned case load.
7. Work with other members of the staff, Urban Strategies, HANO, New Orleans Department of Social Services (DSS) and other service provider staff to facilitate integrated services for residents and families as they prepare for self sufficiency.
8. Work with residents households to meet the requirements of re-occupancy of the new mixed-income development, including the requirements of the Economic Self-Reliance Agreement.
9. Provide ongoing coordination and follow-up of resource referrals for residents; monitor and document progress of residents enrolled in programs or services.
10. Advocate for residents and support them in meeting their needs; act as a liaison between residents and various stakeholder agencies, service providers and partners with an outcomes-oriented approach to achieving program goals.
11. Emphasize self-sufficiency through employment for persons between the ages of 19 and 64 by serving as job developer and job retention coach.
12. Emphasize the importance of high quality early childhood development programs for residents with young children in their households.
13. Emphasize the importance of participation in high quality youth development programs for residents with children or youth in their households.
14. Participate with the staff team, Urban Strategies and HANO to implement all activities set forth in the HOPE VI CSS Work Plan for C.J. Peete.
15. Participate in site visits conducted by HUD as requested by supervisory staff.
16. Participate in weekly case conferences and provide regular caseload progress reports to Urban Strategies and other staff through the use of a client tracking system.
17. Promote the Family Self-Sufficiency program and any similar programs and encourage resident enrollment.
18. Attend and schedule case conferences with agencies or partners residents as needed.
19. Participate in all required meetings, orientation, staff training, in-service and cross training opportunities.

**OTHER REQUIRED SKILLS, ABILITIES AND EXPECTATIONS:**

1. Ability and commitment to handle privileged information in a professional and confidential manner.
2. Availability to attend evening and weekend functions as required.
3. Possession of a valid driver's license and availability of automobile for use at work.

4. Ability to function as a team player in both internal and external relationships.
5. Good communication skills.

**MINIMUM ACCEPTABLE QUALIFICATIONS:**

Bachelor's Degree in Social Work, Sociology, Psychology or related area, with a minimum of three years of related experience.

Please submit your resume and cover letter electronically to:

[hr@urbanstrategiesinc.org](mailto:hr@urbanstrategiesinc.org)

You may also mail your resume and cover letter to:

Urban Strategies

1415 Olive Suite 209

St. Louis, MO 63109

Attention: C.J. Peete Case Manager Review Committee