



Job Title: PBL Case Worker

Job Classification Code: 420

Reports to: VP of RS

Employee Status: Hourly - Non-Exempt

Pay Scale: \$37,000.00 – 45,000.00

Job Summary:

The Case Manager is to assess SHA families coming in voluntarily to the Pathways Program or by referral from the property management staff to determine their eligibility for the program. The Case Manager will work with the families to create a 5-year self-sufficiency plan and meet regularly with the family (two-generational focus) to document benchmarks toward its achievement. The families will be provided ongoing support by the case manager in tandem with the youth coordinator with the goal of successful transition into new housing and breaking the cycle of poverty.

Education/Certification Requirements:

Person must have a bachelor's degree from an accredited college or university and preferably a master's degree in the field of social work.

Experience Requirements:

The person must also have a minimum of 5 years background in social services experience, preferably in a case management role working with low-income families.

Qualifications:

This position requires a valid Florida driver's license as well as be eligible for coverage under Authority fleet auto insurance, and able to pass an FBI background check.

Knowledge and Skills:

1. Strong organizational skills.
2. Ability to effectively write letters, reports, maintain documentation and complete required forms.
3. Ability to manipulate necessary office equipment, computers, and peripherals.
4. Knowledge of research techniques, sources and availability of information.
5. Ability to work with a wide variety of people.
6. Ability to be discreet and be able to keep certain information confidential.
7. Ability to work independently and be responsible with assignments.

8. Ability to establish and maintain effective working relationships with other employees, department officials, partner agencies and the general public.

Duties/Responsibilities of Position:

1. Assess the families applying to participate in Pathways to a Better Life program (PBL) and FSS.
2. Develop an organized system for developing attainable goals for each family in PBL.
3. Maintain updated and accurate records of resident contracts, issues and resolutions. Along with a current active file on each family.
4. Do family home visits regularly to observe families and provided support.
5. As needed create supplementary programs/classes needed to assist families reach their goals.
6. Provide on-going support to families participating in PBL to ensure their success in the program.
7. Manage the PBL and PH Family Self Sufficiency programs.
8. Develop and maintain relationships with local service providers in order to provide referrals as needed.
9. Assist as needed with the recruitment and information distribution for the FSS & PBL program.
10. Work with tenants in public housing to reach self-sufficiency.
11. Performs other reasonably related duties as assigned by the VP for Resident Services.

Demands/Environment:

Work is principally sedentary, but may involve some physical exertion during on-site visits with residents or landlords, inspection of dwellings or facilities, and travel to meetings, conferences or workshops in other cities. Work involves the normal risks and discomforts associated with an office environment, although it is usually in an area that is adequately air conditioned, lighted, and ventilated.

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform all job duties listed, and some incumbents may perform some duties, which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.