

Residential Services Case Manager

Job Description



Reports To: Director of Programs and Community Outreach
Salary Range: \$26.44 to \$28.85/hour
Approved By: Executive Director

FLSA Status: hourly; 40 hours a week
Monday through Friday: 8:30 am – 5:00 pm
Date Developed/Updated: March 2023

Summary: The Residential Services Case Manager is responsible for developing positive working relationships with member of the Albany Housing Authority (AHA) staff and ensuring all aspects of the ROSS Grant (a public housing resident program funded through HUD) are executed in a timely and professional manner by coordinating support services and other resident empowerment activities designed to help Westview senior residents improve living conditions and age-in-place.

Essential Duties and Responsibilities include, but not limited to the following:

- Develop and maintain a comprehensive network of education, training, mental health, substance abuse and other supportive services for seniors. Create and maintain a directory of available service resources. Act as a liaison between participants and providers.
- Develop and implement new programs and services for residents and meet objectives as specified in the ROSS Service Coordinator Grant or as requested by LifePath.
- Identify needs, define clear and measurable goals to address those needs and connect with resources. Document participant progress and re-evaluate services for adequacy.
- Assist participants in completing all necessary application and enrollment forms.
- Have regular contact with clients including in person, by phone and in writing.
- Complete paperwork, monthly reports and case notes accurately and on a timely basis.
- Coordinate referrals to and/or provide on-site supportive services for ROSS participants including but not limited to mental health, GED programs, financial education, technology training, and substance abuse with appropriate community agencies.
- Arrange for education sessions on such topics as tenant rights and responsibilities; elderly abuse; aging-in-place and maintaining independent living.
- Evaluate needs and gaps in services and work to identify solutions.
- Assist in formation of and coordinate monthly meetings of a Resident's Council meeting.
- Aggressively market all program and find innovative ways to drive attendance.
- Recruit and supervises volunteers to support programs, including but not limited to volunteers for the desk, the kitchen and serving at congregate meals and social functions, etc.
- Work with program participants and volunteers to create a warm, welcoming and supportive environment where people choose to be.
- Work with fellow site/program managers to create hybrid and multi-site activities
- Provide timely and relevant information to headquarters marketing staff for production of monthly calendars and menus.
- Assure the upkeep of the office, kitchen and all other space used by LifePath.
- De-escalate conflict and potential conflict between program participants and reduce gossip and other hurtful and non-productive behaviors

- Report to the director of programs and community outreach any violations of policies, unethical behaviors, misuse of LifePath or Westview Homes resources and or property, and/or known or suspected mistreatment of clients.
- Actively participate in agency-wide initiatives or projects
- Conduct oneself as a positive representative of LifePath both on and off duty
- Plans and executes LifePath’s caregiver program with case assistance to caregivers when funding secured
- Other duties as assigned

To perform this job successfully, an individual needs to demonstrate the following competencies:

Education and/or Experience –Bachelor’s degree in social work (Master’s degree preferred); good facilitator and problem solver willing and able to engage the community; exceptional customer service skills, a positive attitude and enjoy working with seniors; experience working with/managing volunteers; along with experience with computers and online programs for communication and record keeping.

This position is contingent upon the availability of grant funding, and its continuation is subject to the ongoing availability of financial support.

Position Description Review

I have read and understand this position description and its requirements, and acknowledge that I am expected to complete all duties as assigned. I understand that the position functions may be changed from time to time. I will be able to perform the essential functions of this position with or without reasonable accommodation. I understand that if I need an accommodation for this position, I will inform management of my accommodation needs immediately.

_____	_____	_____
Employee Name (Print)	Employee Signature	Date

_____	_____	_____
Supervisor Name (Print)	Supervisor Signature	Date

_____	_____	_____
HR Representative Name (Print)	HR Representative Signature	Date