

# **CASE MANAGEMENT & PROJECT COORDINATOR**

## **General Description**

Under direction of the Acting Executive Director, the Case Management & Project Coordinator is responsible to complete assigned case management tasks for the waiting list applicants, newly admitted program participants, port in and or absorption tenants as detailed below. Responsibilities will also include companywide projects that will typically have temporary tasks to meet specific goals and deadlines. This is a full-time HCV Franklin Township Housing Authority position with full benefits and may be responsible to also complete other assignments as directed.

## **Administrative Responsibilities**

1. Manage active caseload as assigned.
2. Explains section 8 voucher/HCV programs to eligible applicants, participants, and property owners (once trained to do so).
3. Reviews applications for eligibility and performs interviews (briefings), collects, and verifies required documentation and calculates rental assistance payments (once trained to do so).
4. Ensures compliance section 8/HCV program rules, regulations, and the Administrative Plan.
5. Assists with file compliance reviews for section 8/HCV programs (once trained to do so).
6. Makes appropriate referrals to other agencies when the residents wish to use them.
7. Also assist with contacting property owners to connect them with eligible section 8/HCV program clients.
8. Assist with answering phones, clearing voicemail calls, returning calls, and assisting with covering front office when necessary.
9. After training, assists with the completion of new admissions, annual and interim re-examinations.
10. After training, assist with the advertisement, collections, and processing of public housing and Section 8/HCV applications.
11. After specific training, assist with the submission of the 50058 reports, PIC, SEMAP, VMS and all other reporting requirements.
12. Files, scans, uploads, and notes all documents and communications to maintain complete both physical and electronic files associated with cases. When administrative support is available from another employee, document tasks by email with reasonable deadlines for completion.
13. Uses EIV and IVT to detect and prosecute instances of suspected or known fraud including unreported income, incorrect reporting of household member data, failure to report affiliation with another Housing Authority etc...

14. Work with other employees to help support them when they have questions or need assistance.
15. Organize tasks associated with completing companywide projects such as, One-time reports, Annual Reports, software updates, audit data, and other necessary projects.
16. Complete other work as requested.

Persons with mental or physical disabilities are eligible, as long as, they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

### **Education, Knowledge and Training**

- Must have working knowledge on computers and be able to work with computer systems, printers and be able to maintain computer files and hard files.
- Ability to work independently, problem solve and work under pressure situations.
- Must have valid driver's license and access to automobile.

### **Experience**

Must have at least three (3) years-experience working in property management or managing low-income clients, working in real estate or case management, or experience working within the affordable housing business.

**Salary Range:**                 \$40,000 – \$60,000