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Rental Assistance Case Manager

Description

The Rental Assistance Case Manager will primarily provide support and guidance to community members regarding Orange County's Rental Assistance Program. This will include learning the operating details of the online program (for which Orange County will provide training), providing program outreach/marketing to let community members know about the program and eligibility requirements, establishing partnerships with others such as a mobile home park or other low-income housing managers who may know community members struggling to pay rent, consultations with community members (by phone, virtual or in-person) to establish eligibility, and assist eligible community members in completing the in-take process and making application, housing stability case management services from the point of application through receipt of rental subsidy funds, referrals to other services at Hope CommUnity Center (HCC) or other area non-profit organizations based on needs of each community member, preparation of grant reports required by Orange County and reporting program results to HCC. Orange County's Rental Assistance Program expires December 2021. From January 2022 through the conclusion of the 12-month grant period, the Case Manager will provide follow-up case management services to those who have received subsidies from Orange County's Rental Assistance Program. This will require coordination with Orange County to provide a list of the community members who received subsidies, including their contact information. The purpose of the follow-up is to assess the extent to which families that received subsidies have been stabilized, identify if the household has further obstacles, barriers, or needs, and provide the family information, referral for additional support if needed

Responsibilities

- Attend training to learn about Orange County's Rental Assistance Program and be able to educate community members about it.
- Implement outreach activities to inform community members about the program. These may include but not be limited to coordinating with HCC Program Directors and Coordinators to learn about families participating in other HCC programs who may be struggling financially; developing relationships with managers of mobile home parks and other low-income communities who could refer families behind on rent; making presentations to educate the community about the program; distributing written materials that describe the program and eligibility requirements
- Through in-person, virtual, or phone communications, develop a warm and trusting rapport with community members
- Establish eligibility of community members interested in the program
- Assist eligible community members in understanding program requirements for documentation and then assist them in making application
- Provide case management services to community members from the point of eligibility and application submission through the end of the grant
- Work closely with HCC Department staff to identify other services at HCC that may be useful to families including food distribution and educational support for children
- Provide referrals to other area non-profits based on community member

Hiring organization

Hope CommUnity Center

Duration of employment

NOTE: This position is funded by a 12-month grant from Orange County (May 2021-April 2022). There are no guarantees of continued employment when the grant ends. This job description is not intended to be all-inclusive. Position may perform other related duties according to the ongoing needs of the grant and Hope CommUnity Center.

Working Hours

Generally, Mondays-Fridays 10AM to 6PM, however, because this program will serve adults, there may be a need to flex hours to include evenings and/or weekends to accommodate working adults. Full-time 40 hours/week.

Date posted

April 12, 2021

needs

- Maintain case management records
- Provide data and analysis required to produce grant reports
- If necessary, conduct home visits
- In January 2022, through the end of the grant, follow-up with families that received subsidies to assess how the family is doing – whether they are financially stable, require additional referrals, or other support
- Participate in staff and other relevant HCC meetings, staff development, and training
- Other tasks as needed and assigned.

Qualifications

- Bachelor's degree in the relevant subject area
- Strong computer skills with special emphasis in online social service applications preferred but minimally, the ability to learn Orange County's Rental Assistance Program
- Outgoing, clear communicator with the ability to relate to people with different cultures/backgrounds/traditions
- Person with creative outreach ideas
- Knowledge of (or the capacity to promptly become knowledgeable about) this area's non-profit landscape especially in areas related to social services, immigration, education, and health care
- Empathetic and comfortable working with adults in crisis
- Bilingual (English/Spanish) required
- Self-starter, independent worker who knows how to prioritize and also a good team player
- Interest in social justice
- Committed to building community
- Ability to work with others and problem solve
- Organized and detail-oriented.

Job Benefits

\$35,000/year plus benefits

Contacts

To apply, send cover letter and resume to lpichardo-cruz@hcc-offm.org