



## MUCKLESHOOT INDIAN TRIBE CLASS SPECIFICATION



The Muckleshoot Tribe is an Equal Opportunity Employer but does practice Indian Preference hiring in accordance with Public Law 93-638, the Indian Self Determination and Education Act. Per MIT Policies, employees must pass a pre-employment Alcohol and Drug test and be free of drugs and alcohol.

**JOB TITLE:** Housing Case Manager

**JOB CODE:** 100853

**SAP/GRADE:** ESS/5

**CAREER LEVEL:** P2

**STATUS:** Salaried

**LICENSES OR CERTIFICATIONS REQUIRED:** A valid Washington State driver's license is required at time of appointment or at a time set by the Tribe. Certification as an Occupancy Specialist (COS) is required within one year from date of hire.

**SAFETY SENSITIVE:** No

**CONTRACT:** No

**POSITION REPORTS TO:** Executive Director

**JOB SUMMARY:** Under general supervision, Housing Case Manager provides high-quality; compassionate and professional case management and social work services to applicants and participants of the MIT Housing Program. Provides assessments to determine housing barriers and refers, monitors, and advocates for individuals in need of Housing. Counsel residents on rights and responsibilities and refer, monitor, and develop support plans to assist resident families with maintaining housing or meeting their housing goals.

**MAJOR TASKS AND RESPONSIBILITIES:** *This list is intended only to illustrate the various types of work that may be performed. The omission of specific statements does not exclude them from the position if the work is similar, related or logical assignment to the position.*

1. Provide case management by assessing customers' housing needs, counseling and developing housing plans, through the application process to those who need special assistance accessing housing resources.
2. Provides family focused, solution-based risk assessments and conducts home studies.
3. Determines the need for intervention and provide appropriate support and/or action plan to assist families in the home.
4. Facilitate family meetings to offer support and coordination of resources.
5. Writes and reviews progress reports and status change reports. Document all contact and services offered to clients.
6. Lead program initiatives related to supportive services; coach and mentor Occupancy Specialists and other team members to accomplish team goals.
7. Develop systems for evaluating and updating information about community resources, to ensure accuracy of information and referrals. Produce and update an accurate list and description of external housing resource information.
8. Develop and maintain internal relationships with Tribal Programs and other service providers in community, such as Muckleshoot Child & Family Services (MCFS), Behavioral Health and the Resource Center. Track down and resolve application issues of mutual customers as requested by agency staff and act as a liaison between MIT housing and external organizations to ensure and foster positive relationships.
9. Plan, develop, and implement goals, work plans, performance measures, and continuous improvement of service delivery. Assist in attaining the Housing initiatives and goals, core strategies, and mission through a spirit of service, teamwork and respect. Work respectfully and courteously with other employees, residents and the general public. Follow direction and work well under pressure.

10. For all assigned areas of responsibility, ensure compliance with federal law and regulations, MIT Indian Housing Plan and, MIT Housing Procedures Manual.
11. Perform outreach activities to familiarize tenants, potential clients and the community about Tribal Housing Programs and services.
12. Mentor and assist Occupancy Specialists in responding to customers in crisis; accept referrals of challenging customers as needed.
13. Assist applicants with complex situations or special challenges in completing the application and eligibility process.
14. Perform complex administrative and technical duties involving program violations, which may include research, referrals, monitoring, conferencing and scheduling meetings with Housing staff, including the Executive Director. Review cases with Executive Director where requests are submitted for grievance hearings.
15. Assist in preparing, disseminating, administering and monitoring policies and procedures and other administrative functions. Review HUD and MIT Housing regulations and assure compliance; analyze changes and draft procedures, forms, computer templates and standardized reports for the program; prepare technical policy and procedure manuals. Prepare and maintain a variety of records and reports related to assigned activities.
16. Continually evaluate and work to reduce access barriers for individuals with disabilities in admissions process. Coordinate with social service agencies and give direction to staff in providing reasonable accommodation to remove barriers to access for individuals with disabilities.
17. Research, analyze and problem-solve complex situations and file documents. Complex situations may involve crisis situations of participants and landlords; negotiation and resolution of conflicts between customers. This may include involvement with residents, landlords, neighbors, police and social services. Assist the Executive Director with decisions to resolve problems and conflicts.
18. Provide information and assistance to the public regarding the Occupancy Program Subsidy Policies and Procedures; answer written and verbal inquiries. Regularly submit articles for MIT Newspaper and act as a presenter for orientations and public events related to housing assistance programs.
19. Because of the Tribe's commitment to community service and the well being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

**EXTENT OF JOB AUTHORITY:**

NUMBER OF INITIAL DIRECT REPORTS:	0
NUMBER OF INITIAL INDIRECT REPORTS:	0
SCOPE OF MANAGEMENT AUTHORITY:	
▪ Lead: May operate with some responsibility as a lead person; does not have budget authority; reports to Supervisor level	
HIRING DECISIONS:	No
DISCIPLINARY ACTIONS:	No
TERMINATION DECISIONS:	No

**EDUCATION, EXPERIENCE AND TRAINING FOR POSITION (required and preferred):**

**Required:**

- Bachelor's degree from an accredited college in Human Services, Social Work or related fields.
- Four (4) years of experience in human services related non-profit public service, social services, housing programs, or related field.
- Four (4) years of experience providing professional casework management to families.
- Three (3) years of experience working with Native American population.

- Experience working with:
  - Unsheltered Tribal population
  - Chemical Dependency
  - Recovery
  - Mental Health
  - Intensive Case Management
  - Resource Coordination

Note: A minimum of 8 years of related experience may substitute for a college degree.

**SPECIFIC SKILLS/KNOWLEDGE/ABILITIES REQUIRED FOR POSITION:**

**Skilled in:**

- Conflict resolution and counseling principles
- Client advocacy
- Oral and written communication
- Managing a large caseload in an efficient and effective manner
- Working cooperatively with in a professional manner with others
- Organization and time-management
- Operating standard office equipment, including personal computer and software

**Knowledge of:**

- Knowledge of landlord/Tenant laws; consumer and mortgage lending practices and public/Indian housing regulations.
- Knowledge of applicable sections of HUD code of federal regulations and other laws, codes, rules and regulations related to assigned activities.
- Knowledge of regulatory Federal Housing Quality Standards.
- Methodology and ethics
- Native American history/culture

**Ability to:**

- Track program effectiveness; compile data; analyze and troubleshoot failures in MIT Housing processes; work collaboratively to improve service delivery across teams.
- Lead by example the vision and mission of the MIT housing programs
- Communicate compassionately and effectively with extremely challenging family issues
- Ability to establish and maintain relationships with applicants, employees, staff, agencies, tribal members and the general public
- Ability to work independently, prioritize workload and adapt to changes in work load demands
- Maintain and prepare records for files
- Ability to maintain a high level of confidentiality
- Ability to consistently maintain a high accuracy level in applying regulations and performing financial calculations

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to operate, finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the work environment is usually moderately quiet.

**APPROVALS:**

Division Director: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources Director: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Executive Officer: \_\_\_\_\_ Date: \_\_\_\_\_