Section 8 Case Manager & Communications Coordinator
Job Description

**General Description:**

The Section 8 Case Manager & Communications Coordinator will be a collaborative supporter and a member of the Central Iowa Shelter & Services team with the objective to support the mission of CISS and the clients served. The Section 8 Case Manager & Communications Coordinator will spend his/her time providing case management to Section 8 tenants with a focus on increased income, creating a natural source of recruitment for onsite vocational opportunities. This includes encouraging client engagement in case management, providing participant support by conducting needs assessments and developing goals and objectives with participants.

In addition this position will be responsible for the development and coordination of the organization’s communication strategy.

This position requires a clear communicator (both verbal and written), organized with effective time management skills, demonstrating a willingness to learn and adapt, with the highest standards of behavior, collaborative manner and work ethic.

This is a full-time position. The schedule for this position requires mostly evening and weekend hours; these hours will be scheduled on a consistent basis between the successful candidate and both the Vocational and Supportive Services Manager, and the Executive Director who serve as the supervisors of this position.

**Duties/Responsibilities:**

*Section 8 Case Management Duties*

- Develops and maintains comprehensive programs for identifying and promoting self-sufficiency in Section 8 residents, working with residents to obtain new skills and to resolve problems. Performs all case management duties associated with the tenants of the Section 8 Housing Project-Based Voucher Program who choose to participate in case management.

- Promotes all onsite self-sufficiency programs with all new tenants who are given the opportunity to participate in the Section 8 program. Explains nature of CISS programs, procedures and services. Explains the benefits, advantages and encourages tenants to participate in the Case Management program upon move-in. Provides Welcome Packets and perform program orientations to educate and inform new tenants.

- Existing clients are continually engaged, encouraged and welcomed to participate in services. Conducts outreach and recruits tenants to increase the usage of onsite services and promote programs and services to CISS Section 8 tenants by copying and distributing information about programs and services.
Works directly with Section 8 tenants who have chosen to participate in case management by identifying barriers to self-sufficiency and developing goals and objectives for overcoming these barriers through a Needs Assessment process. Files will track individual needs, assessments, strategies and progress through ongoing case management.

Maintains records of pertinent program related information and compiles required data in reports. Prepares and submits reports following established timelines and procedures.

Assists with applications to the CISS Section 8 Housing Program and informs applicants of program requirements and responsibilities. Provides ongoing assistance with application process and follow up.

Remains familiar with current U. S. Department of Housing and Urban Development ever changing Federal Regulations as they relate to Section 8 Housing programs.

Facilitates and mediates communication with tenants and Des Moines Municipal Housing Authority or property manager, as needed.

Communications:

- Develops and maintains communication strategy in partnership with the Executive Director.
- Maintains consistent communication tools that promote the organization through printed material, electronic media, and all applicable social media.
- Develops and maintains a media relations strategy in partnership with the Executive Director.
- Maintains database and records of the overall coordination of communication to measure effectiveness, penetration, and results.

General Duties

- Maintains and promotes a cooperative, collaborative environment in alignment with the philosophy and policies of the shelter. Cultivates the values of Central Iowa Shelter & Services within the team and organization
- Provides crisis intervention when needed.
- Responds to inquiries, phone calls, and e-mail in a timely and responsive manner.
- Attends provider meetings in the community specific to employment or Support Services and staff meetings onsite, including all staff meetings, Case Management team meetings, and committees, such as the newsletter committee.
- Other duties as assigned.

Qualifications, Experience and Abilities:

- As a prerequisite, the successful candidate must believe in the core values of Central Iowa Shelter & Services and be driven by the mission of the organization.
- BSW or Bachelor’s degree in social service-related field required.
- Minimum two years’ experience in Human Services, including experience as a case manager, is required.
- Experience working with one or more of the following: individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, and with those living in poverty preferred.
Superior one-on-one interpersonal and communication skills, including ability to foster confidence and trust, listen sensitively, and respond appropriately are key attributes for the successful applicant, as well as flexibility in all situations and the desire to support clients in developing critical life skills.

Ability to establish and maintain professional boundaries in working with clients.

Working knowledge of referral agencies for low-income individuals in the Des Moines metro.

Excellent written and verbal skills in the English language. Bilingual English-Spanish preferred.

Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being client oriented.

The successful candidate will have the ability to work well under stressful conditions, negotiate different personalities and work under competing priorities while managing a wide variety of tasks.

Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications as well as experience using and entering data into HMIS or other client databases. Must have the ability to obtain a ServicePoint license.

This position will require a highly organized individual, with excellent follow up skills, as well as the ability to overcome objections and obstacles in the pursuit of the success of fund raising.

Ability to manage multiple projects with demanding and competing deadlines, superior organizational skills and the ability to maintain a quality work place in a diverse, fast paced and changing environment.

Ability to work independently as necessary.

Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team oriented and willing to assist where/when needed.

Ability to negotiate different personalities and work under competing priorities.

Ability to execute the communications and marketing strategy.

Ability to use Twitter, Facebook and mail marketing platforms.

Ability to manage content on the website.

Excellent written and verbal skills.

Must be prompt and dependable.

Able to work with minimum day to day supervision.

Send cover letter, resume, and salary requirements by 6.5.15 to:
Search Team
Central Iowa Shelter & Services
1420 Mulberry Street
Des Moines, Iowa, 50309
Or via email to
ttimm@centraliowashelter.org

Position is open until filled

Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.