

**Position Title:** Housing Choice Voucher Social Service Case Manager  
**Department:** Community Initiatives



**SUMMARY:**

Responsible for developing and providing ongoing services to assist participants of the Housing Choice Voucher program to gain access to a broad range of services to include but not limited to medical, social, vocational, financial, educational, acquiring disability services, life skills and or and employment with the goal of obtaining self-sufficiency. Performs a variety of tasks involving planning, implementing and monitoring activities, and documenting and reporting program results. Specific duties include the following.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

1. Provide general assistance and advocacy related to supportive and social services to all residents; provide up-to-date information and clarification regarding programs such as Medicare, Medicaid, entitlements, and formal supportive and social services.
2. Provide ongoing outreach services to identify individuals who would benefit from services, recruit volunteers, and identify program and service gaps.
3. Coordinate the delivery of services with local service providers
4. Act as a liaison to local service providers/landlords when needed to assist program participants.
5. Provide intensive case management to program participants to ensure a comprehensive supportive service delivery.
6. Establish and maintain cooperative relations with other staff, families and agencies for successful delivery of services
7. Establish and maintain contact with public and private community agencies that provide services and support to Fort Worth Housing Solutions (FWHS) Supportive Service Program.
8. Coordinates FWHS's effort to make families self-sufficient with social, community and other public agencies that provide assistance to the SS program.
9. Conducts orientation to inform interested and selected participants about Social Service program goals and objectives.
10. Refer and link residents to supportive services available in and provided by trusted partners/resources in the general community. Such services may include, but are not limited to, case management, personal assistance, homemaker services, meals on-wheels/congregate meal provision, transportation, counseling, visiting nurse, preventive health screening/wellness training, and legal advocacy
11. Create new services or increase the availability of existing services to meet resident needs
12. Conducts one-on-one interviews with SS participants, prepares a needs assessment, assist with development of individual/family goals and makes referrals.
13. Document contact with residents, providers, and families. Keep resident files current
14. Prepare reports regarding service provision and update service plan in accordance with governing bodies. Assesses, counsels, recommends and/or resolves resident issues impacting resident's personal life, health and well-being, and refers residents to suitable community services and resources as appropriate
15. Participate in the development and implementation of goals, work plans, performance measures, and continuous improvement of service delivery to assist in attaining the program initiatives and goals, agency core strategies, and mission.
16. Evaluate participants' progress in achieving goals periodically and make adjustments as needed to improve outcomes.
17. Assists participants in preparing applications and forms for school grants, scholarships, etc.
18. Assist participants with accessing and applying for health, food, financial benefits.
19. Counsels and advises participants concerning the participant's goals and objectives, the individual's action plan and resources etc.
20. Works closely with participants, landlords, property management staff to support housing stability and address housing issues.
21. Locates testing facilities to help participants in choosing a career field and in job placement.
22. Coordinates services needed by individual participants, provides counseling and monitors family progress and compliance with participation individual/family service plan.
23. Works with educational/training entities to coordinate and refine admission requirements and procedures for monitoring participants.
24. Works with Texas Workforce Commission and other employment programs to expand employment opportunities for Authority residents.
25. Prepares monthly, quarterly, and annual reports on results of SS program by individual participant.
26. Compiles forms, reports, letters, etc., and establishes and maintains files on SS participants.
27. Enters and retrieves information in an automated information system.
28. Performs other duties as assigned.

**EDUCATION AND/OR EXPERIENCE:**

- Bachelor's Degree in social work, Psychology, Gerontology, Counseling, or related specialty OR significant work experience relevant to the position. Master of Social Work preferred.
- Considerable knowledge of social work and resources available through community agencies.
- Ability to address the public and present information in a clear, concise, and convincing manner.

- Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
- Employee must possess a valid Texas driver's license or acquire one within the first 30 days of employment and be eligible for coverage under FWHS's fleet auto insurance.

**SKILLS AND EXPERIENCE:**

- Knowledge of general office, clerical and office management practices and procedures, business English, and basic arithmetic. Excellent oral and written skills.
- Ability to understand and follow moderately complex written and oral instructions; communicate and relate to persons of diverse backgrounds and abilities; establish and maintain effective working relationships with other employees, landlord, applicants and participants.
- Ability to conduct resident assessments to ascertain information and make the appropriate referrals. Track and monitor resident participation and provide case management Communicate effectively, oral and written. Prepare required reports. Maintain effective working relationships with clients and providers.
- Excellent research and analytical skills.

**EXPLANATION OF HIRING PROCESS:**

Thank you for your interest in job opportunities with the Fort Worth Housing Solutions. All applications for open posted positions must be submitted via email to [asmith@fwhs.org](mailto:asmith@fwhs.org). We encourage you to visit our website often to view and apply for vacant positions with the agency.