



## **JOB POSTING**

**TO:** SHA Staff, Residents, and General Public  
**FROM:** Mal Harrison, Executive Administrative Assistant  
**DATE:** August 7, 2024  
**POSITION:** Jobs Plus Case Manager  
**CLASSIFICATION:** Full-Time, Grant Funded Position  
**OPENING DATE:** August 7, 2024  
**CLOSING DATE:** Posted until desired number of applications received.  
**START DATE:** Immediately  
**TO APPLY:** Please apply on our website (<https://selmahousing.com>).

**POSITION SUMMARY:** The Jobs Plus Case Manager, under the direction of the Job Plus Program Director, is a grant funded position that is responsible for working closely with residents to conduct detailed intake and needs assessments which will result in the development of individualized training and service plans for each participant. They will gauge employment interests, identify barriers to employment, and assist the resident with creating their personalized plans. The Case Manager will be responsible for providing individualized attention to program participants, bolstering accountability, acting as a referral source for individuals in the program, and providing comprehensive case management services. These tasks are to be performed at a level that supports the Agency’s efforts to achieve the highest rating on HUD’s evaluation systems. The duties listed below are illustrative of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position

### **MAJOR DUTIES AND RESPONSIBILITIES:**

Undertakes and performs the following and other work-related duties as assigned:

1. Responds courteously to calls, written requests, and e-mails from participants, service providers, and other authorized agencies and representatives to answer questions, and provide information and assistance as appropriate.
2. Works with Agency staff and public and private community agencies to recruit participants for the Jobs Plus program.

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3. Conducts in-depth intake, assessments, and interviews/discussions with participants to determine eligibility of applicants and/or assess and identify service needs of program participants and any impediments to progress regarding job training, education, or skills enhancement.
4. Maintains monthly face to face contact with participants, and conducts home visits, to counsel participant on areas of employment, education, service needs, financial management, and other services.
5. Identifies and determines appropriate community resources, approach and/or related activities to assist each family and provides or provides for, participant counseling in life skills areas including parenting, employment, education, financial management, public assistance, nutrition, etc. Educates participants regarding how to access resources.
6. Explains Job Plus Program to participants and encourages enrollment.
7. Establishes and maintains effective relationships with participating families to assist them in achieving program and family goals; counsels and advises participants concerning the individual's action plan and resources etc.
8. Establishes and maintains effective relationships with participating community partners to assist in achieving program outcomes which will include various assessments and follow-up procedures.
9. Assists with training regarding employment and other self-sufficiency related skills and functions including coordination of frequent workshops and programs.
10. Attends meetings with supervisor and upper management to report on case load and assist with program development needs.
11. Assists with program outreach and retention activities and events.
12. Ensures privacy and maintains security of confidential materials pertaining to activities and participants.
13. Maintains organized case files on program participants.
14. Cross trains with staff and Job Developer on job-related software system, guidelines, and tactics.

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15. Follows up with participants and employers as necessary for participants placed in jobs and maintains communication with both groups to encourage strong lasting relationships.
16. Prepares, submits, and files regularly scheduled reports as required on program activities, accomplishments, and employment data in a timely and accurate manner and delivers to the Program Director.
17. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of pertinent HUD regulations on the Jobs Plus program and public housing management, and thorough knowledge of Agency policies and procedures.
2. Strong ability to motivate and empathize with others.
3. Thorough knowledge of community agencies, facilities, and services which can be utilized to aid program participants including various resources available through community service agencies.
4. Ability to meet and deal tactfully and courteously with the public.
5. Ability to solve complex problems and implement multi-step procedures to complete tasks and goals.
6. Considerable knowledge of social work techniques and skills including interviewing, consultation, motivation, and assessment tactics.
7. Ability to engage in public speaking in front of small and large groups of various interests and backgrounds.
8. Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
9. Ability to make routine decisions in accordance with established administrative rules, regulations and policies, to explain the re-examination process to tenants in an objective and impartial manner.





10. Skilled in operating computer equipment, applicable software packages, and general office machines. Familiarity with case management software preferred.
11. Knowledge of mathematics sufficient to perform JPEID calculations and aggregation of program outcome metrics for reporting.
12. Current knowledge of Equal Employment Opportunity, affirmative action, and employment guidelines and laws.
13. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
14. Ability to communicate clearly, concisely, verbally and in writing.
15. Ability to establish and maintain effective and courteous working relationships with other employees, residents, and community agencies and other entities that provide services and secure the cooperation of others.
16. Ability to deal effectively with situations requiring tact and diplomacy.
17. Skilled in communicating on the level of the listener, recognizing when information has been misunderstood, and determining how to remedy the misunderstanding as needed to explain policies and procedures and to provide and exchange information to persons with varying levels of education, cultural backgrounds, and ages.

### **EDUCATION AND EXPERIENCE**

1. Bachelor's Degree from an accredited college or university in Social Work, Human Services, Psychology, or other closely related field and at least three (3) years of progressively responsible social services, community services, and/or housing-related work or closely related responsibilities.
2. Grant experience preferred.
3. Any combination of education, training and experience that would demonstrate possession of requisite knowledge and abilities may be substituted for the college education.
4. Must be bondable.
5. Must possess a valid driving license and be insurable.

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