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## Job Description

**Job Title:** Choice Lead Case Manager  
**JD#:** RS3  
**Department:** RESIDENT SERVICES  
**Reports To:** Director of Resident Services  
**FLSA Status:** Exempt  
**Approved Date:** 2021

### JOB SUMMARY

Directs, manages, and administers the Choice Case Management and Relocation Team, as well as, managing their own caseload that provides intensive case management to the families who formerly lived at Chouteau Courts. Assesses family's needs, developing an individualized plan for each family member, providing resources and referrals as needed, and tracking referrals and the outcomes. The incumbent will track metrics and coordinate services with the United Way of Greater Kansas City.

### ESSENTIAL FUNCTIONS

#### Essential Duties and Responsibilities

*The duties listed below illustrate 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. Undertakes and performs the following and all other work-related duties as assigned.*

1. Supervises daily activities of the Choice Case management team.
2. Develops Individualized Care Plans (ICP) including health; education; employment needs for each family member.
3. Provides assessment of the eligible resident to determine service needs.
4. Works with the resident on a daily basis using professional judgement and discretion to implement the team determined ICP, assisting the resident in achieving their goal.
5. Assists the resident in obtaining their needed services through referrals and related activities.
6. Partners with community agencies to develop resources that assist program participants with quality of life concerns and to promote self-sufficiency.
7. Provides crisis interventions to help program participants avert crisis and to develop strategies to recognize potential triggers and create more productive outcomes.
8. Utilizes ICPs to help families prepare for self-sufficiency and plans relocation services.

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9. Assists program participants with finding community resources after relocation, such as employment opportunities and high performing schools.
  10. Mediates relationships between landlord and residents; and works with Property Managers to alleviate resident issues.
  11. Supports residents by guiding case managers in providing resources for employment, education, and health services.
  12. Maintains program records on the LEARN (Efforts to Outcome) system by ensuring the records are in accordance with applicable standards and regulations, grant requirements, etc.
  13. Acquires and provides the team detailed information regarding an assigned client to establish the foundation for the Individualized Integrated Care Plan.
  14. Assists, monitors, and follows the family for five years which is for the duration of the Choice Initiative.
  15. Leads team meetings to facilitate team building skills and other formats of staff development.
  16. Responsible for coordination of quarterly meetings with program participants that provide updates on relocation and community services.
  17. Works with community partners to build safe and sustainable housing and developments for displaced families.
  18. Participates in data call with the HUD local and national offices.
  19. Participates in the Paseo Gateway monthly meetings with other Choice Neighborhood Initiative stakeholders.
  20. Partners with HCV department and property management to ensure that program participants have the necessary documents for housing applications and recertifications.
  21. Maintains budget that provides financial aid and assistance for Choice families.
  22. Develops monthly, quarterly, and annual statistics and reports for the Director of Resident Services and national and local HUD offices to satisfy that CNI grant metrics are being reached and maintained.
  23. Accountable for consistent adherence to strong Authority standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Authority materials, supplies, resources, and other assets.

### **SUPERVISORY RESPONSIBILITIES**

The employee receives instructions from the Director of Resident Services. Courses of action, deadlines, and priorities are established by procedure, the supervisor, or the employee, depending

on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually referred to the supervisor for resolution. The employee's finished work is closely reviewed on a regular basis for progress, accuracy, completion, and compliance with policies and procedures and the attainment of objectives.

The employee frequently makes specific assignments to Choice Case Managers and Relocation Managers specifying priorities, deadlines, and objectives. Assignments to staff will include what is to be done, deadlines, quality, quantity, and priority. The employee supervises managerial and clerical employees and monitors the work of multiple work units. Makes recommendations regarding hiring, discipline, and promotion of subordinates; authorizes leave and overtime; evaluates and rates employee performance.

## **QUALIFICATIONS AND COMPETENCIES**

### **Behavioral Competencies**

*This position requires the incumbent to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

***Responsiveness and Accountability:*** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

***Teamwork:*** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

***Leadership:*** Provides direction by clearly and effectively setting course of action for department and subordinates, manages performance by providing regular feedback and reinforcement to subordinates.

### **Job Competencies**

1. Good knowledge of pertinent HUD regulations and public housing management, and comprehensive knowledge of Authority policies and procedures.
2. Knowledge of Fair Housing, Equal Opportunity, and nondiscrimination laws and regulations.
3. Knowledge of the community, its resources, and dynamics applicable to the delivery of Housing Authority programs in assigned areas of responsibility.
4. Skill in representing the Housing Authority effectively in making presentations and conducting meetings with clients and community/public organizations.
5. Skill in understanding, applying, adopting, explaining, and interpreting complex regulations, policies, and procedures.
6. Considerable knowledge of social work and resources available through community service agencies.
7. Thorough knowledge of accepted consultation and interviewing techniques.
8. Ability to address the public and present information in a clear, concise, and convincing manner.
9. Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
10. Knowledge of bio-psycho-social assessments.
11. Knowledge of Strengths Based Case management.
12. Ability to maintain a case load of approximately 50 families.
13. Ability to complete an ICP for each family member including all adults and children.

14. Ability to maintain a high level of ethical conduct regarding confidentiality and practices in a culturally competent manner.
15. Attend regular meetings with United Way partners and other community partners.
16. Must be able to maintain punctuality and attendance as scheduled.

### **EDUCATION AND EXPERIENCE**

Bachelor's Degree or Master's degree in social work, psychology, sociology, or other human services related field. A minimum of five (5) years of case management experience, supervisory experience is preferred. Computer skills and reliable transportation required. Bi-lingual encouraged. Cultural competence in working with low income and minority families is desired.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

*Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in an office environment with frequent travel to meetings and to meet with residents. The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. The incumbent will use their own vehicle while traveling. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated, but may involve visits to tenant's homes, the offices of other agencies, community centers and meeting halls. The employee may be exposed to weather extremes and to the usual hazards associated with visits to other business facilities and tenant homes. Office environment. The noise level in the work environment is moderate.

### **CONTACTS**

The employee's contacts are primarily with coworkers, managers, tenants, federal, state, and local governmental officials and representatives, the general public, and other agencies that dispense assistance to the FSS program. The purpose of such contacts is to assist in bringing community services to participants, foster pride, and participation, and provide various kinds of support and assistance for individual families.

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Difficulty may arise when program participants cannot be reached by telephone, when they are reluctant to respond, or when previously contacted city officials no longer hold the same position. At times meeting space may be limited or unavailable when needed.

**OTHER REQUIREMENTS**

1. Must possess a valid driver's license.
2. Must be available for occasional overnight travel for training.
3. May be required to work an unusual work schedule.
4. Must pass employment drug screening and criminal background check.
5. Must work with the highest degree of confidentiality.

The Housing Authority of Kansas City, Missouri is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of Kansas City, Missouri is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

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**EMPLOYEE SIGNATURE**

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**DATE**

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**SUPERVISOR SIGNATURE**

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**DATE**