



ourfamilyservices

Offering a new beginning for
homeless families and youth

COMPANY NAME:

Our Family Services

JOB TITLE:

Case Manager – Coordinated Entry and Housing Inspections

JOB DESCRIPTION:

The primary purpose of this position is to connect homeless adults and families in need with appropriate and available services through the community Coordinated Entry system and to work with the Intake Team to provide Housing Quality Standards (HQS) inspections for rental properties. The New Beginnings division of Our Family Services provides housing and supportive services to youth, women, and families experiencing homelessness.

All agency positions are expected to meet the agency standards for attendance and punctuality, positive interactions with others, effective work habits, knowledge and skills, judgment and ethics. The specific expectations and essential duties of this position include:

Coordinated Entry

- Acts as an intake point for homeless or near homeless youth and adults seeking emergency assistance and/or housing services
- Conducts assessment and eligibility screening with potential clients
- Coordinates a comprehensive array of services as well as accompanying referral and administrative requirements for that service delivery
- Provides positive proactive communication to other system partners related to other system needs
- Maintains up-to-date information on agency program availability and requirements
- Conducts housing orientation
- Provides services in a client-centered and culturally appropriate manner
- Is available at all hours required by program or contracts
- Other duties as assigned

HQS Inspector

- Conducts inspections for the agency housing programs
- Complete all necessary inspection documentation for files
- Maintains training necessary for providing quality inspections
- Effectively communicates with intake workers and landlords and advocates for client needs
- Provides effective crisis management
- Works cooperatively with members of a larger treatment or service coordination team, either internally within the agency or externally in the larger community
- Effectively liaisons with landlords
- Other duties as assigned

2797 E Ajo Way, Tucson, AZ 85713

BusinessServices@pima.gov

Equal Opportunity Employment/Program:

Auxiliary aids and services are available upon request to individuals with disabilities

Scheduling flexibility:

Position requires regular weekday afternoon and evening hours, as well as some Saturdays, so that services can be provided at times most convenient for intake staff and landlords or property managers. Some flexibility in scheduling is available to meet employee needs, as long as client and program needs are still being adequately addressed.

Our Family Services is an Equal Opportunity Employer. We especially encourage applications from veterans, individuals with disabilities, and alumni from national service programs such as Peace Corps and AmeriCorps, people of color, people of diverse gender identities, women, and people with lived experiences of homelessness.

SALARY: Salary for this position starts from a base of \$16.00/hr. Individual salaries are based on the number of years of relevant education and experience a candidate has beyond the minimum required for the position. Additional compensation may also be offered based on relevant licensure or certification. All staff who successfully passes a language test showing substantial bilingual ability in Spanish will receive a differential equivalent to \$.75/hr.

APPLICATION QUALIFICATIONS:

- Bachelor's Degree in human service field and 2 years' related experience. Extensive additional related experience may potentially substitute for a portion of the stated education requirement.
- Eligible to receive and maintain state fingerprint clearance
- Minimum 21 years of age
- Strong communication and people skills
- Good organizational skills
- Good working knowledge regarding agency and community housing resources, entitlement benefits and resources for rent, food and basic needs assistance preferred
- Ability to work with diverse populations
- Ability to maintain appropriate professional boundaries in working with others and in handling confidential information
- Since position requires frequent driving to various job sites to provide services and occasionally transport clients, a valid Arizona driver's license, reliable transportation, current auto insurance, and clean driving record are required
- Must have the physical and sensory capabilities to locate and provide services to clients
- Computer and technological skills necessary to complete program paperwork, keep accurate and timely case records, enter and retrieve client information on a database, use agency email, and locate information on internet.
- Knowledge in Microsoft Office (Word, Outlook, Excel, Power Point, etc.)

HOW TO APPLY: To apply for this position, or to see a full listing of employment opportunities at Our Family, please go to our website at <https://www.ourfamilyservices.org/about/join-our-team/>

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