



United Tenants of Albany

A Better Place to Live

JOB DESCRIPTION

Housing Counselor – Case Manager

TEMPORARY 1 YEAR GRANT FUNDED

FULL-TIME

About the Position: The housing counselor – case manager will be a member of the homeless prevention program staff at UTA. This staff person will have a passion for working with low income renters in Albany NY to prevent imminent evictions and protect tenants' rights to safe, decent and affordable housing. This is a full-time temporary one-year grant funded position.

Job responsibilities include the following:

- Provide housing counseling and homeless prevention case management services to clients in need, including intake assessment, service coordination, budget counseling, landlord/tenant mediation, advocacy and referral;
- Perform program intakes for the housing hotline, provide guidance on tenants' rights, perform crisis intervention and landlord/tenant mediation
- Input case notes and files into HMIS and other internal & external data reporting systems;
- Maintain a large level active caseload following the HUD regulations and follow up on client needs for 3 months after termination;
- Acquire any certifications as determined to be necessary;
- Maintain large caseload following program regulations; provide case management
- Maintain good working relationships with other housing agencies, social service providers and community organizations;
- Participate in tenant and community meetings and activities related to the goals and mission of United Tenants of Albany;
- Participate in weekly team meetings to review and develop action plans for caseload;
- Assist with task supervision of agency student interns and volunteers
- Assist with task supervision of new agency employees
- Conduct tenant and community trainings either in-house and throughout the community;
- Work with organization team members to improve and evolve our group education curriculum to inform and support tenants development
- Will report to the Homeless Prevention Program Director & Executive Director

General 9 to 5 work hours expected and the ability to work nights and weekends as required for staffing community events/training.

Minimum Qualifications:

Bachelor's Degree preferred but will accept associates degree with equivalent experience in community or human service work; must have at least 1 year of relevant experience in case management, service coordination, crisis intervention and knowledge of community based services. Strong skills in Microsoft products and cloud-based Google systems. Exhibits good communication, writing and advocacy skills; ability to respond to client housing concerns with patience and empathy; good computer skills; ability to function as part of a team within a small but very busy office setting; and commitment to the goals and mission of United Tenants of Albany.