



## Human Resources

Oakland Livingston Human Service Agency

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### Case Manager II - Homeless Services

**Division:** Health, Housing, and Nutrition  
**Department:** Homeless Services  
**Supervisor:** Manager for Homeless Services  
**FLSA Status:** Non Exempt – Non Union

#### Qualifications:

1. Associate's Degree or 3 years of experience in providing case management required; Bachelor's Degree in human service field preferred.
2. Minimum of one (1) year experience with case management software required.
3. Minimum of one (1) year experience with program recruitment, outreach, and community resource development required.
4. Strong interpersonal, verbal, written, and presentation skills required.
5. A valid driver's license, valid automobile insurance, and reliable automobile to be used for job related travel required.

#### Job Mission:

Empowering clients in ending their housing crisis and achieving long-term housing stability by providing strength-based case management and bundled support services; maintain a strong presence in assigned communities to foster collaboration, outreach, and workgroup implementation to end homelessness.

#### Performance Standards:

1. Provide screening, intake, assessment, housing search assistance, strength-based case management, individualized support, and developmental guidance for assigned program clients.
2. Provide client and department management with detailed and timely documentation, using appropriate data sources, that includes service delivery, follow-up actions, analysis of outcomes, and individualized strategies for achieving long-term stability.
3. Remain abreast of changing guidelines in determining eligibility and record keeping for multiple funding sources.
4. Develop and maintain relationships/partnerships with landlords, community partners, and potential clients in the service area to advance the initiative to end homelessness by attending community events and meetings, conducting presentations, and advocating for families experiencing housing crisis.
5. Coordinate, schedule and conduct Housing Quality Standards and habitability inspections per established guidelines.
6. All other duties as assigned by supervisor.

#### Hours & Wage:

\$18.50 per hour

40 hours per week; 52 weeks per year

**Location:** Livingston County

**Job Title:** Case Manager II - Homeless Services

**Job Requirements (in an 8 hour workday)**  
Number of Hours - Select full Capacity

	Hours	Comments
Sit	7	
Stand	N/A	
Walk	1	
Bend/Stoop	N/A	

Movements	Yes/No	Comments
Crawl	No	
Reach above	No	
Crouch	No	
Balancing	No	
Squat	No	
Climb	No	
Shoulder level	No	
Kneel	No	
Pushing	No	

	Pounds	Comments
<b>Weight Carried</b>	<b>11-25 lbs</b>	

	Pounds	Comments
<b>Weight Lifted</b>	<b>11-25 lbs</b>	

**Date:** December 20, 2023