



## Job Description

<b>Job Title</b>	<i>ERAP Case Worker</i>
<b>Department</b>	<i>Emergency Rental Assistance Program (ERAP)</i>
<b>Reports to</b>	<i>Associate Director for Emergency Services</i>
<b>Location</b>	<i>Washington, DC</i>
<b>Position Type</b>	<i>Regular, Full-time</i>
<b>Exemption Status</b>	<i>Non-exempt</i>
<b>EEO Classification</b>	<i>2010</i>
<b>Salary Range</b>	<i>\$45,000 - \$50,000</i>

### **General Summary**

The ERAP Case Worker under the supervision of the Senior Program Manager is responsible for all aspects of the provision of seasonal assistance to eligible clients in the following areas: Emergency Rental Assistance Program (ERAP), and Utility Assistance. The primary responsibilities attached to this position include ensuring the client's needs have been met by first determining the eligibility of the client's application while providing support to the ERAP team. The ERAP Case Worker ensures that the client's information is captured effectively and efficiently, which will result in a high-quality standard in the assistance being provided. The Case Worker will work closely with the Senior ERAP Caseworker for guidance and support to conduct verbal or face-to-face interviews with constituents.

### **Essential Duties and Responsibilities**

According to the ADA 1990, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Maintain client records in the ERAP .NET Portal or other data collecting program(s).
- Refer clients for case management services as needed.
- Collaborate with community agencies and maintain effective working relationships with same.
- Ensure compliance with program policies, procedures, and funding restrictions.
- Coordinate services with other agency programs as well as with other local agencies.
- Provide GWUL representation and participation in local coalition groups and community and provider meetings.
- Must claim 66 applications monthly and be able to decide on at least 50 approvals/denials within 30 days.
- Conjoined spreadsheet with case notes updates monthly.
- Make follow-up calls to update and enhance the case notes with applicable communication.
- Make contact with Landlord to negotiate on behalf of the customer/ client.
- Complete file management such as creating a profile for each client. Place copied documents along with the application and signature pages in the file before handing them over to the Program Manager for signature(s).
- Create funding request(s) for check payments and update the database accordingly.
- Maintain monthly demographic impact analysis reports for charting and future funding purposes.

### **Qualifications**

- High School Diploma (Bachelor's degree in social work or human service field is preferred)
- Bilingual (preferred)
- 1 to 3 years of community housing experience (understanding of the special housing needs of economically and socially disadvantaged individuals is preferred).



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- Must be a U.S. citizen
- Ability and desire to engage at-risk clients, including the homeless population, and develop working relationships
- Ability to Maintain Confidential Information
- Proficient with Microsoft Office Suite, Octo- Quick-base, and .net system
- Has dexterity (skill in performing tasks, especially with the hands).
- Skilled at correctly operating office equipment.
- Excellent organizational and time management skills.
- Effective verbal, oral, and written communication skills.
- Experience working with people from diverse racial, ethnic, and socioeconomic backgrounds.

### **Working Conditions**

The employee will be working in a normal office setting to include a possible hybrid schedule. Which will include three (3) days in the office and two (2) days virtual.

### **Physical Requirements**

While performing the duties of this opportunity, the employee will frequently sit, stand, walk, and reach. May need to lift files or packages periodically.

### **Other Duties**

This job description is intended to describe the general nature and work performed by employees but is not a complete list of activities, duties, or responsibilities required of personnel. Furthermore, other duties, responsibilities, and activities may change or be assigned at the discretion of the employer.

### **Direct Reports**

None

### **Signature**

The employee signature below constitutes the employee acknowledging receipt of the requirements, essential functions, and duties of the position. The Greater Washington Urban League is an at-will employer.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**Greater Washington  
Urban League**

*Empowering Communities.  
Changing Lives.*

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<b>Approved By:</b>	
<b>Date Approved:</b>	
<b>Reviewed:</b>	

