

JOB TITLE	ERAP CASE WORKER
DEPARTMENT	EMERGENCY SERVICES
LOCATION	WASHINGTON, D.C.
POSITION	FULL TIME
EXEMPTION STATUS	NON-EXEMPT
DATE	June 2021

POSITION SUMMARY:

Job Summary:

Under the supervision of the Senior Program Manager, the Case Worker 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. Complete and process client applications for eligibility. 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.

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. 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)
- Must be a U.S. citizen
- Must successfully complete a criminal background investigation
- Ability and desire to engage at risk clients, including homeless population, and develop working relationships
- Ability to Maintain Confidential Information

Essential Functions:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this position. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this job description.

Knowledge, Skills and Abilities:

- Ability to maintain a professional demeanor at all times maintaining a high ethical standard.
- Knowledge of effective and efficient office methods, practices and procedures
- Skilled at correctly operating office equipment
- Ability to proficiently use Octo- Quick-base, .net system, Microsoft Word, Excel, PowerPoint software.
- Ability to present information and communicate concisely and effectively, both verbally and in writing.
- Ability to present a positive and professional image of The Greater Washington Urban League.
- Ability to build and maintain positive, effective, and professional working relationships with internal and external clients and customers.