



Housing Case Manager

Western North Carolina AIDS Project's (WNCAP's) mission is to provide equitable access to care and reduce harm from HIV, Hepatitis C, and drug use. WNCAP provides case management, prevention education, STD testing, and harm reduction services to people living across 18 counties of western North Carolina. WNCAP employs approximately 40 people and has 2 locations.

The Housing Case Manager (HCM) provides housing information to persons living with HIV/AIDS and their families to help them identify, locate, obtain, and retain affordable housing that meets Housing Quality Standards (HQS). Travel is required for trainings, conferences, meetings, client home visits, and client medical appointment transportation.

The HCM assures an adequate supply of housing units that meet both Housing Quality Standards (HQS) and Fair Market Rent (FMR) throughout the Network service area. In addition, the HCM completes client intake and needs assessments; reviews client household income; performs initial and annual housing inspections; conducts annual recertification; handles client and/or landlord concerns; prepares and maintains Tenant Based Rental Assistance (TBRA) termination documentation; and works with administrative staff to prepare monthly rental assistance checks.

This is a full time nonexempt position operating out of WNCAP's Asheville, NC office. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch.

Duties

Job duties include, but are not limited to:

- Perform intakes, complete paperwork, process applications, verify eligibility, and perform recertification for program enrollments, accurately and on a timely basis. Submit documentation for termination of housing assistance as needed.
- Help participants find safe and affordable housing units, negotiate lease terms with landlords, and ensure rent for participants is paid accurately and on time.
- Conduct/document HQS inspections, and work with landlords to ensure HQS deficiencies are corrected and that property maintenance issues are resolved satisfactorily and on a timely basis.



- Work with program participants to ensure they understand their rights and responsibilities under the terms of their leases, monitor program participants continuously to ensure compliance with program rules and regulations, thereby helping participants maintain housing stability.
- Communicate with Medical Case Managers and treatment team to ensure continuity of care and to report any concerns related to participants. Document all contacts with program participants, or on behalf of program participants, on the appropriate forms and in a timely manner.
- Provide education and counseling about housing assistance programs available through the public sector and educate participants on independent living skills, refer participants to support services as needed.
- Communicate effectively with participants, verbally and via written communication, including using accessible realistic language to convey complex pertinent information.
- Create a welcoming, judgment-free, and friendly environment for participants.
- Perform other tasks as needed.

Requirements

4 year degree from an accredited College or University in a relevant field; or
Associate Degree with 2 years experience in a relevant field; or
4 years experience in housing assistance or related human services fields; or
Other equivalent combination of education and relevant experience.

Candidates must have the following skills in order to be considered for this position:

- Case management or other relevant professional experience
- Housing resource and program knowledge or experience, including knowledge of local, state, and federal housing programs
- Ability to read, write, and speak English fluently
- Proficiency with computers, including Microsoft Office (Excel and Word experience required), Google Drive, Gmail, and data entry/tracking
- Punctuality and reliability
- Strong written and verbal communication skills



- Ability to prioritize and multi-task case load
- Precision and attention to detail
- Thorough knowledge of local community resources
- Ability to maintain client confidentiality according to HIPAA regulations
- Respectful interaction with diverse populations and marginalized communities, including people who use substances
- Ability and willingness to work under challenging situations
- Ability to de-escalate contentious interactions
- Ability to empathize with clients from a variety of backgrounds
- Awareness of issues that People Living With HIV/AIDS face on a day-to-day basis
- Team player with ability to work independently with minimal supervision
- Valid driver's license, vehicle liability coverage, and use of reliable personal vehicle during scheduled work hours
- Willingness to complete required trainings, including trainings to further develop relevant skills
- Willingness to travel as needed for training and workshops
- Bilingual English and Spanish, preferred but not required
- In order to protect the wellbeing of our clients and staff, a pre-employment criminal background check is required. Criminal convictions do not necessarily preclude employment and will be considered on a case-by-case basis.

Physical Requirements

- Must be willing and able to spend long periods of time in stationary position working at a computer
- Must be able to lift at least 25 pounds
- Must be willing and able to drive long distances using personal vehicle to transport and/or visit clients

Compensation and Benefits

The Housing Case Manager is a full-time nonexempt position based out of WNCAP's Asheville office, located at 554 Fairview Road, Asheville NC 28803. Starting pay range is \$39-40k/year, depending on qualifications and experience. Regular work hours are



9am-5pm Monday-Friday with 1 hour paid lunch. Dress code is business casual. WNCAP is a certified living wage agency.

Benefits include:

- Partial employer-sponsored health and dental insurance
- Vision insurance
- Employer-sponsored life insurance
- 403(b) Retirement Savings Plan with Employer Contributions
- Paid time off
- Paid holidays

WNCAP is an equal opportunity employer. We strive to foster a workplace that supports and amplifies a diverse array of voices and experiences. We strongly encourage women, people of color, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, people living with HIV, and veterans to apply.

Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, disability, ancestry, marital status, veteran status, medical condition or any status protected under local, state or federal laws.

To Apply

For consideration for this position, please submit a resume and cover letter detailing your interest in WNCAP and this position, including “Housing Case Manager” in the subject line, to: employment@wncap.org

Please note that due to the high volume of applications, we cannot respond to all correspondence received.