



- Position:** Rental Assistance Case Manager
- Department:** Rental Assistance Department
- Reports to:** Rental and Mortgage Assistance Manager
- Work Schedule:** **Generally**, 8 a.m. to 4:30 p.m., Monday through Friday  
Some evening and weekend hours required.
- FLSA Status:** Full Time/Non-Exempt
- Salary Range:** \$23.08/hr. to \$25.00/hr.
- TERM LIMITATION:** This position is guaranteed through June 2023, and the continuation of this position beyond this time will depend on the availability of grant funding.

**Brothers' employees must be fully vaccinated against COVID-19. All persons offered a position will be required to provide valid proof of vaccination prior to starting employment.**

**Description:**

In June of 2021, Brothers Redevelopment started administering the Emergency Rental Assistance Program (ERAP) funded entirely by the City and County of Denver. The ultimate goal is to mitigate displacement by assisting low- and moderate-income residents experiencing a housing crisis maintain stability and preserve affordable housing. The Rental Assistance Case Manager will, assist clients in gathering required supporting documents and process financial assistance and provide to Rental Case Processor. They also will work directly with Landlords, Tenants, Housing Mediator and all team members of BRI. **This position is guaranteed through June 2023. This position will be expected to work in the main office on a rotation basis (1 or 2 days a week) as Brothers workforce returns to the main office.**

**Essential Duties and Responsibilities:**

- Understand the Emergency Rental Assistance Program (ERAP) Scope of Services grant guidelines and requirements. Ability to interpret regulations for various programs.
- Work with Rental Assistance Processors who communicate with clients to ensure application is complete and all supporting documentation has been submitted to Rental Case Processor.
- Work with Rental Assistance Processors who communicate with landlords to explain Emergency Rental Assistance Program process, verify that they will accept payment, confirm payee name, and address and follow up on delayed checks.
- Facilitate and actively participates in appropriate team meetings and meets regularly with manager for one-on-one supervision.
- Works in conjunction with Rental Assistance Processors' ongoing discussions with clients about their plan of housing sustainability.
- Provide backup staffing support to frontline Rental Processors for case processing as needed.
- Maintain an active caseload of all clients in all phases of their rental application with detailed

notes. Staff must be able to empathize, assume that all clients are coping with the effects of trauma and modify delivery of services accordingly.

- Effectively works with Rental Assistance Processors to deal with emotional, angry and/or upset callers or clients.
- Maintain a thorough knowledge and understanding of tenant/landlord rights and the eviction process.
- **Confidentiality is required when working with clients.**
- Ability to decipher rent ledgers and use basic math skills (percentages) to calculate amount owed so that financial assistance is processed in the correct amount. Coordinates with Accounting to ensure that paperwork is completed in an accurate and timely manner, including the monthly reports as needed.
- Ability to review and calculate income based on income documents provided.
- Record detailed case notes throughout service period and ensure consistent, accurate entries into agency database.
- Maintain organized electronic files.
- Attend trainings and Denver meetings as necessary.
- **Other duties as assigned.**

#### Qualifications:

**Bilingual Spanish is strongly preferred.** The ideal candidate will have a passion for client advocacy and must work well in a fast-paced environment. Must be able to communicate effectively with many audiences, including clients, landlords, and partnering agencies. Candidate must also possess the ability to prioritize and manage multiple tasks simultaneously as well as work in a team environment, effectively troubleshooting when problems arise. Candidate must be proficient using computers (Microsoft Office & Outlook). Candidate must possess strong communication skills, both verbally and writing, to best represent the agency in interactions with employer/employee groups, professional groups, and public interest groups.

#### Experience/Education:

**Bachelor's Degree is strongly preferred.** A minimum of at least one year of case management experience with demonstrable delivery of exceptional customer service both in person and over the phone. Candidate should have a broad knowledge of and experience using computers, word processing software, database, and spreadsheet applications, as well as online data systems/platforms.

#### Physical Demands:

The work is primarily sedentary. Work may require some lifting, bending, stooping, and carrying of light items such as papers, mail, and files. It will also require some walking and standing. On occasion, there will be travel to and from meetings away from the work site, which may entail carrying materials and driving a motor vehicle. Additionally, occasional evening and weekend event participation will be required.

#### Work Environment:

During COVID state of emergency, this work will be performed remotely 90-100% of the time. Once COVID-19 workplace restrictions are lifted, it is possible that you will be required to work in an office setting. You will be required to log hours worked and be online during scheduled work time.

*Brother's Redevelopment- Our Mission*

*Established in 1971, Brother's Redevelopment provides housing and housing-related Services for the Colorado's low-income, elderly, and disabled residents.*

*Brother's Redevelopment- Our Strategy*

*Fulfill our mission by growing sustainable revenue streams, developing advantageous alliances, and creating a compassionate and sustainable organization.*