



| | |
|------------------------------|---|
| <u>Position:</u> | Rental Assistance Case Worker |
| <u>Department:</u> | Rental, Utility and Mortgage Assistance Dept. 177 |
| <u>Reports to:</u> | Rental and Mortgage Assistance Manager |
| <u>Work Schedule:</u> | Generally 8 a.m. to 4:30 p.m., Monday through Friday Some evening and weekend hours required. |
| <u>FLSA Status:</u> | Full Time/Non-Exempt |
| <u>Salary Range:</u> | \$20.00/hr. to \$22.00/hr. |

Description:

In November of 2017, Brothers Redevelopment started administering the TRUA program; 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 Worker will determine eligibility, assist clients in gathering required supporting documents and process financial assistance. **This position is guaranteed through December 2024.**

Essential Duties and Responsibilities:

- Understand the TRUA Scope of Services grant guidelines and requirements
- Communicate with clients to ensure application is complete and all supporting documentation has been submitted
- Communicate with landlords to explain TRUA program process, verify that they will accept payment, confirm payee name and address
- Advocate on behalf of clients to ensure they are not overcharged and that they fully understand their lease
- Facilitate ongoing discussions with clients about their plan of sustainability
- Refer clients to budget/credit workshops, which will provide an educational service to increase financial literacy
- Complete check requests so that rental/utility assistance can be processed
- Staff must be able to empathize, assume that all clients are coping with the effects of trauma and modify delivery of services accordingly
- Effectively deal with emotional, angry and/or upset callers or clients
- Maintain a thorough knowledge and understanding of tenant/landlord rights and the eviction process
- Decipher rent ledgers and use basic math skills (percentages) to calculate amount owed so that financial assistance is processed in the correct amount
- Record detailed case notes throughout service period and ensure consistent, accurate entries into agency database
- Monitor a high-volume email account and respond promptly to incoming client inquiries
- Maintain organized electronic files **and maintain high volume case review and approvals**
- Attend trainings and Denver meetings as necessary
- Other duties as assigned

Qualifications:

Bilingual Spanish is strongly referred. 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:

This work will be performed remotely 90-100% of the time. Hybrid work schedule of minimum of 2 days a month in office coverage. Subject to change. Must have reliable, fast internet for remote work.

Brother's Redevelopment- Our Mission

Established in 1971, Brother's Redevelopment provides housing and housing- related Services for Colorado's low-income community members, older adults, and people living with disabilities.

Brother's Redevelopment- Our Strategy

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