

Job Title: Home Case Manager

Position Overview: The Home Case Manager at Greater Miami Service Corps plays a pivotal role in administering the US Department of Housing and Urban Development's (HUD) Healthy Homes Initiative (HHI). The primary focus of this role is to assist homeowners in improving the energy efficiency and safety of their homes, thereby protecting children and families from housing-related health and safety hazards.

Key Responsibilities:

1. Intake Process:

- Meet with homeowners to complete intake applications and assess eligibility.
- Verify income information and documentation to ensure compliance with program requirements.

2. Energy Consumption Analysis:

- Request, scan, and digitally log the last 12 months' energy consumption rates for each homeowner.
- Analyze energy consumption trends and demographics of residents to identify areas for improvement.

3. Home Assessments and Adjustments:

- Conduct initial home visits to assess energy efficiency and safety hazards.
- Adjust household changes as necessary based on initial assessments.

4. Environmental Reviews and Retrofit Scheduling:

- Request environmental reviews to identify potential hazards and risks.
- Schedule retrofit and follow-up visits to address identified issues and implement necessary improvements.

5. Educational Outreach:

- Educate residents on the importance of home energy conservation and safety measures.
- Provide guidance and resources to homeowners on energy-saving practices and habits.

6. Documentation and Reporting:

- Take before and after remediation pictures for documentation and reporting purposes.
- Maintain accurate records of homeowner interactions, assessments, and outcomes.

7. Client Satisfaction and Referrals:

- Act as a Hotline recipient for client inquiries, concerns, and referrals.
- Ensure timely and satisfactory resolution of homeowner issues and inquiries.

8. Reporting Structure:

- Report to the Regional Project Manager, providing regular updates on project activities, outcomes, and challenges.

Qualifications:

- Previous experience in community outreach, case management, or environmental health preferred.
- Strong communication skills, both verbal and written.
- Ability to work independently and collaboratively within a team.
- Proficiency in Microsoft Office Suite and database management.
- Knowledge of energy efficiency principles and practices is a plus.
- Ability to travel to various homeowner locations within the Greater Miami area.