



JOB DESCRIPTION
www.habitatmetrodenver.org

Title: Program Case Manager - CAPABLE	Employment Status: Full Time: Tuesday – Saturday or Monday – Friday / 8:00am-4:30pm
Department: Home Preservation	FLSA Status: Exempt
Reports to: Director of Home Preservation Programs	Supervises: Staff, AmeriCorps, Volunteers,

Jan 2024

Who You Are:

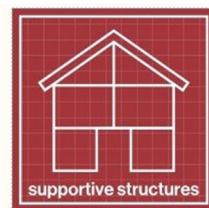
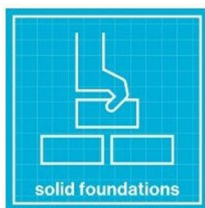
You are someone who individuals can depend on, but you can also rally a team when needed. You are a “people person” and enjoy hearing their stories, connecting on a personal level, and building trust. You love collaborating with people from all walks of life and guiding them to a common goal. You are looking for a new position where you can make a difference in your life, the lives of others, and the world. In return, you seek an organization that appreciates your individuality and supports you as a member of a diverse and talented team. People often comment on how you are organized, skilled with tools, great with numbers, compassionate, and a true problem solver. You know in your heart it’s time to find an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

Who We Are:

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to bring people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy, and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all. To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. Our organization also works with existing low-income homeowners in more than 2,500 households. Habitat Metro Denver is also an advocate for policies that create and preserve affordable housing. We work in neighborhoods across five counties in Metro Denver to not only build, renovate and sell new homes, but also to do critical home repairs to help families stay in their homes longer. Throughout our 43-year history, Habitat Metro Denver has served more than 2,500 households and is one of the top ten producers in the Habitat U.S. network nationwide.

How We Succeed Together:

Habitat Metro Denver’s **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.



Solid Foundations - Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

Innovative Design - We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

Open Doors - We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

Clear Windows - We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

Supportive Structures - We have each other's backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

GENERAL DESCRIPTION:

In today's health care environment, improving health largely falls outside of health care facilities. Home is where health is. People with functional limitations and chronic conditions are four times more likely than the general population to be among the five percent costliest users of health services. And yet, function is rarely addressed in medical visits. The Community Aging in Place Advancing Better Living for Elders (CAPABLE) program is a person-directed, home-based program that addresses both function and healthcare expenses. This evidence-based program developed by Johns Hopkins University performs minor home modifications to improve ADLs and IADLs. In partnership with Colorado Visiting Nurse Association (CVNA) who performs OT visits, Habitat performs required home modifications to increase the safety, independence, and wellbeing of the homeowner partners.

Habitat's Program Case Manager (PCM) oversees the home modification requirements of the CAPABLE program. This position oversees all administrative functions for assessment, tracking, scheduling, reporting, and invoicing for 20-30 clients a month. The PCM will also manage the construction staff that perform the modifications while assisting on-site as needed. This includes, and is not limited to site assessments, budgeting, permitting, scopes of work, schedules (staff, subcontractors, and volunteers) and material orders. The PCM is also responsible for project refinement to create effective and efficient work. This position includes the management of team members including evaluation, reviews, coaching, and team building. The PCM will also be responsible for providing the highest standard of customer service, consultation, and compassion for our homeowner partners.

The following reflects the organization's definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

CORE RESPONSIBILITIES:

Leadership

- Demonstrate energy and passion for Habitat's mission and Cultural Blueprint's values in all aspects of the position.
- Proactively represent Habitat's commitment to furthering the cause of affordable housing.
- Manage and oversee the modifications performed by a team of 2-4 staff and volunteers.
- Help staff interact with clients in a meaningful and respectful way.
- Supervise and train staff, volunteers, and subs in safety and best practices.
- Create an inclusive and safe environment for all team members and volunteers.
- Perform annual team-member evaluations and reviews.

Facilitation / Coordination

- Develop constructive and cooperative relationships with various stakeholders, including but not limited to the CVNA representative, construction team, volunteers, and homeowners.
- Coordinate activities between internal and external stakeholders to meet clients' needs.
- Manage case load of 20-30 clients a month by assessing field conditions, creating a SOW, budgeting, permitting, scheduling, managing material acquisition, troubleshooting issues, tracking progress, reporting impact, providing QA, invoicing, and closeout.
- Maintain documentation utilizing multiple databases to track, and report in compliance with program, city, state, grant, and Medicaid requirements.
- Oversee client's progression through the program.
- Create an environment of continuous improvement and efficiency in timeliness, quality, teamwork, and safety.

Construction

- Create scopes of work and budget for Aging-in-Place modifications based on field assessments.
- Oversee and/or obtain permits as applicable.
- Create a bill of materials and order.
- Create schedules and assign resources to maintain a steady flow of work through the department.
- Embrace the role with a hands-on approach. The PCM is required to be in the field 2-4 days a week as needed to perform assessments and modifications.
- Oversee all projects to ensure completion on schedule and on budget.
- Demonstrate and train on expected construction standards and requirements as applicable.
- Effectively communicate with vendors and Habitat's internal supply chain to coordinate the delivery of tools and supplies to the worksite applicable.
- Review projects to track and evaluate cost and schedule performance; identify variances and close projects.
- Provide QA and create invoices.
- Perform post-closing project analysis with team to identify areas of improvement.

KNOWLEDGE, SKILLS, & ABILITIES:

- A strong belief in the mission of Habitat for Humanity and in the people and neighborhoods with whom we partner.
- Experience collaborating with people from diverse racial, ethnic, and socioeconomic backgrounds is highly preferred.
- Ability to build strong relationships with team members, volunteers, and housing clients.
- Prior project management experience or training.
- Ability to manage multiple priorities simultaneously while meeting strict deadlines.
- General knowledge of residential construction and hands-on experience with residential construction tools is desirable, but not required.
- Proven ability to work in a fast-paced, constantly evolving environment.
- Ability to solve problems efficiently to maintain forward progress.
- Proven proficiency in peer management and dissemination of pertinent information.
- Ability to flex communication style when necessary to communicate clearly and professionally with diverse audiences of homeowners, volunteers, contractors, suppliers, and coworkers.
- Collaborative work style.
- Excellent electronic file management and documentation skills.
- Spanish speaking preferred, but not required.

EXPERIENCE

- 2 years program and/or case management experience.

- Experience with aging in place, Medicaid, or homelessness desirable but not required.
- Proficiency in a variety of Office Suite applications (Excel, Word, Outlook, Teams) is essential.
- Experience working with project management software: Monday, Clickup, MS Project and the ability to work within different platforms simultaneously.
- Advanced organizational skills.
- Experience coaching and/or training in any capacity is desirable.
- Experience conducting home visits or safety checks is preferred.
- Habitat for Humanity or other similar experience is strongly preferred.
- OSHA 30 Certification is preferred but not required.

WORK ENVIRONMENT AND CONDITIONS, PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- Ability to adequately traverse a residential construction job site (i.e., climbing, lifting, carrying a minimum of 50 lbs., and other similar activities as required).
- Ability to safely use residential construction power tools.
- Ability to safely operate a construction vehicle (pickup truck or similar).
- A valid driver's license and ability to be insured under the company's insurance policy is a prerequisite. A Motor Vehicle Report (MVR) will be run for insurance purposes.
- Ability to work in an outdoor environment during a variety of weather conditions.
- Proof of COVID-19 vaccination is currently not required for employment.

COMPENSATION AND BENEFITS:

The Starting Salary Range is \$63,200 – \$69,200 with consideration given for applicable experience above the minimum requirements.

Benefits available include medical, dental and vision insurance options; 401k with employer match; Paid time off for vacation, sick, holidays, floating holidays; and parental leave; short and long-term disability; Healthy Families and Workplaces Act (HFWA) Leave; Paid Parental Leave (PFML); and paid time to volunteer.

Please apply by copying and pasting the following link in your browser:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=63749&clientkey=9F05EDCA5A4F338D08503989FA9B94C0>

Or visit our Careers Page:

<https://habitatmetrodenver.org/about/careers/>



At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.