Sun Prairie Coordinator

Case Management Responsibilities

Under the direction of the Director of Services, the Sun Prairie Coordinator will provide case management to six families living in Porchlight properties in Sun Prairie. Responsibilities include the development of case management plans which address both short and long-term goals for the entire family. Examples can include goals which lead to greater financial security, long-term subsidized housing, and educational goals for children and adults. The case manager will meet with the families in their homes on a weekly or bi-weekly basis to assess unmet needs, progress towards goals, conduct apartment inspections, and to determine any maintenance issues for the unit or in regards to the building that involve the tenant. The case manager is also responsible for assisting the family with budgeting; ensuring that rent and utility bills are being paid in a timely manner, including creating payment plans and connecting families to financial resources as needed; monitoring children in school for discipline, attendance, or IEP concerns; and, assisting with transportation to and from appointments as needed.

In addition to providing case management to families in Porchlight housing, the Sun Prairie Coordinator will provide case management to families in the community in compliance with a grant from United Way and the Siemer Institute. Responsibilities are as described above, in addition to negotiating short-term financial assistance to stabilize families facing imminent eviction, and providing security deposit assistance to homeless families. There is an emphasis on making sure that children in these families do not face an unplanned move between schools as the result of eviction or homelessness. Case plans will focus on short-term stabilization (typically 3 months) with an additional end goal of connecting families to permanent case management through another agency if needed. For families receiving Siemer funding, the case manager will be responsible for tracking funds allocated, requesting funds and communicating with the Director of Finance, attending meetings as scheduled by United Way with other Siemer providers, and reporting quarterly progress to United Way via the Siemer reporting tool.

Case Management Duties

- Maintain accurate records and case notes via HMIS, Excel, and Access.
- Develop and implement family case plans.
- Utilize the Arizona Self-Sufficiency Matrix when assessing Siemer clients.
- Effectively communicate verbally and in writing with clients, co-workers, and other service providers.
- Provide timely and accurate reports.
- Attend meetings and trainings as assigned.
- Communicate with the Sun Prairie Police Department on a regular basis.
- Ensure the upkeep and maintenance for housing units owned and/or operated by Porchlight.
- Conduct apartment inspections.
- Other duties as assigned.
Home Mission Fund Responsibilities

Under the direction of the Director of Services, the Sun Prairie Coordinator is responsible for administering a financial assistance program available to Sun Prairie residents. Financial assistance includes but is not limited to rent and utilities. The Sun Prairie Coordinator is responsible for all aspects of outreach and intake. Calls are accepted on a first-come, first-serve basis and it is the responsibility of the Sun Prairie Coordinator to maintain a log of calls and referrals through a Google doc which is accessed by other providers. The Sun Prairie Coordinator schedules appointments weekly with those seeking assistance, who meet eligibility criteria. From there the coordinator works with clients, landlords, and other service providers to create a short-term financial assistance plan. Several different funding sources are available and it is the coordinator’s responsibility to track these and request funds through the Director of Finance.

Home Mission Fund Duties

- Maintain accurate records using Excel, HMIS, Google Docs, and Access.
- Balance and track a Porchlight checking account held at the Bank of Sun Prairie.
- Conduct intakes and gather documentation necessary for financial assistance.
- Communicate professionally and clearly with clients, landlords, co-workers, and other service providers.
- Respond to calls in a timely manner.
- Coordinate resources and foster communication with local non-profits and churches.
- Participate in and identify fundraising opportunities to continue the growth of the program.
- Conduct community trainings sessions, attend meetings, give presentations as needed.
- Provide timely and accurate reports.

Sun Prairie Coordinator Qualifications

- Excellent knowledge of Excel, Access, Word, Google Docs, HMIS, and standard office equipment.
- Knowledge of community resources, rental law, tenant rights, local shelter, transitional, and low-income housing programs.
- Valid WI Driver’s License and access to an insured vehicle.
- Excellent organizing, record keeping, and scheduling skills.
- Ability to create household budgets and financial plans; prior experience negotiating with landlords preferred, but not necessary.
- Must have a flexible schedule to accommodate weeknight and weekend appointments.
- High ethical standards and boundaries
- Professional demeanor and telephone skills/
- Must be able to maintain one’s professionalism when dealing with clients in crisis and client’s who become violent or verbally abusive.