



## Homeowner Case Manager

Capital Access, Inc. welcomes qualified housing and case management professionals to apply for the Homeowner Case Manager position to support our growing Home Improvement and Energy Retrofit business in the Delaware Valley of Southeastern Pennsylvania.

Established in 1995 and based in Philadelphia, Capital Access serves as a consulting and program management firm specializing in housing and community development. Capital Access integrates strategy, management, and administrative operating considerations with compliance to improve the housing stock and quality of life for residents of lower-income communities. Please see [www.capitalaccessinc.com](http://www.capitalaccessinc.com) for more details on Capital Access qualifications.

Capital Access serves as the program manager for two countywide home repair and energy retrofit programs in Southeastern Pennsylvania that will serve 1,000 low-income homeowners over the next two years. Both programs deploy public subsidies to address home Habitability, Accessibility and Energy Efficiency needs. We use our Capital Access, Project, Grants and Expenditure Management System (CAPGEMS) platform to manage coordination, communication and collaboration among homeowners, contractors, managers, and funders.

The Homeowner Case Manager serves as the point of contact, coordination, and clarification for homeowner households throughout the life cycle of the program. This includes ensuring that the Homeowner submits all necessary documentation, coordinating inspections & meetings with staff, and other necessary items to ensure that the Homeowner is adequately supported and eligible to participate in the programs we administer.

### Homeowner Case Manager Job Responsibilities

The Homeowner Case Manager manages all aspects of case management, communications, and coordination, including preparation of notes and entries needed in our CAPGEMS system.

- ◆ Support outreach and marketing to cultivate qualified homeowner applicants.
- ◆ Help homeowners submit complete applications in a professional and respectful manner. This includes technical assistance via web meetings and/or in person to help clarify application information and upload required documents into CAPGEMS.
- ◆ Conduct eligibility reviews of Homeowner and House based on program criteria.
- ◆ Help Homeowner understand and sign off to comply with program rules, code of conduct, program participation, funding, and construction agreements.
- ◆ Ensures all applicant data, documents, and approvals in CAPGEMS are up to date.
- ◆ Assist with coordination of building permit applications, data entry, scheduling of in-person meetings & inspections, video inspections, and other related construction tasks.
- ◆ The position requires a valid driver's license and a vehicle to travel between job sites and building departments throughout the Delaware Valley.
- ◆ Serve as flexible and on-call expeditor as needed to move projects forward.

Helping communities thrive.

220 Locust Street, Suite 16-C | Philadelphia, Pennsylvania 19106 | tel 215.551.2000 | [www.capitalaccessinc.com](http://www.capitalaccessinc.com)

### Skills and Experience Required

- ◆ Apply a deep level of kindness, clarity, professionalism, and persistence to help homeowners follow program rules so they can get assistance in a timely manner.
- ◆ Ability to communicate clearly, verbally and in writing, to de-mystify the home improvement process for homeowners and members of their household.
- ◆ Takes joy in the art and science of organization and ability to work down a compliance checklist and follow specified analytical tasks to determine homeowner eligibility.
- ◆ Keen eye to identify discrepancies in data and/or communications that require management review and guidance.
- ◆ Invested in continuous improvement to observe and communicate patterns, trends and/or issues in terms of the applicant experience, and program performance.
- ◆ Proficient and curious tinkerer to master efficiency tools of Microsoft Office and related software for communications, coordination, data entry, and document management.
- ◆ Minimum 2 Years of experience in case management and/or housing and community development.
- ◆ Fluency in Spanish is most welcomed.

### Employment Terms

- This is a hybrid remote and on-site, Non-Exempt full-time limited term employee position. This position requires frequent work on-site for homeowner case management and remote for office and administrative work. Employment lasts as long as program funding remains, which is expected through December 2025, and potentially beyond.
- Salary begins at \$50,000 a year with performance bonuses.
- Candidates must reside in the Delaware Valley of Southeastern PA and be available to travel to community meetings and to meet with applicants at their homes.

Capital Access welcomes candidates with the above skills and experience to submit qualifications. We are looking for people who embrace the mission of customer and community service. Bilingual candidates are encouraged to submit qualifications.

Please email resume, two references, and letter of interest to [recruitment@capitalaccessinc.com](mailto:recruitment@capitalaccessinc.com).

Capital Access reserves the right to request more information to help evaluate applicant qualifications. Capital Access is an Equal Opportunity Employer of staff and independent contractors for professional services. Candidates will be considered regardless of race, color, religion, sex, national origin, age, sexual orientation, protected genetic information, status as a parent, lawful political affiliation, marital status, physical/mental disability (beyond what is required for successful job performance), membership or non-membership in an employee organization, or any other non-merit factor.

**Thank you for your interest in Capital Access.**