Job Description

Job Description: **Case Manager- Sand Point Campus**

Department: Residential Services

Supervisor: SP Residential Program Manager

Union Affiliation: OPEIU (Associated dues will apply)

Status: Non-Exempt

FTE: 1.0

Salary Grade: 25

Solid Ground envisions a community beyond poverty and oppression where all people have equitable opportunity to thrive. We are committed to working with compassion, integrity, accountability, respect, collaboration and an anti-oppressions approach to end homelessness, hunger, inequality and other barriers to social justice. We value collaboration and leadership from the communities we serve. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary: The Case Manager will work on-site with previously homeless families and/or individuals living at Sand Point, providing open-ended, culturally competent, individually tailored case management to assist them with resources needed to maintain their housing. Assists residents to develop life skills to prevent repeat homelessness episodes, and insure that all residents, including children, have the resources and tools they need to become self-sufficient, contributing members of their community. The Case Manager will complete comprehensive assessments to determine depth of services needed, develop individual goal plans, help residents connect to services, monitor progress, collect and record relevant data and report outcomes to funders as appropriate. In addition, Case Manager will function as part of a team of service providers that will develop on-site and community- based programming needed to respond to identified barriers preventing transitions to self- sufficiency, with an emphasis on children's services and employment development.

Essential Responsibilities, Duties and Tasks:

60% Provide on-site, in-home case management, resource referral and follow-up assistance to previously homeless families and/or individuals. Act as an advocate for resident to access services and resources. Act as a liaison between resident families and other community agencies providing services,

maintain communication with providers as needed, including schools, DSHS, employers, child care providers, etc. Work with the residents to ensure that program policies and procedures are understood and followed; and that residents learn to be responsible, informed tenants, who know their rights and obligations as lease-holders. As part of case management, conduct needs assessment with each household, and work with them to create an individualized service plan based on self-identified goals. Review, assist and monitor resident progress towards meeting goals. Complete review of household budget, assess need for supportive services such as budgeting and credit repair. Develop financial goal plan (including connections to banking services) and review monthly budget with resident as needed for stability. Meet twice monthly with individual residents until they are stabilized and connected to services, and making progress; monthly thereafter, and as needed. Include monthly unit inspection as part of case management visit, to ensure good maintenance of unit and identify any issues needing attention.

20% Maintain complete and confidential resident case records, accurate and timely statistics, and documentation to meet program goals and contractual requirements. Case managers will be entering data into the Seattle King County HMIS Safe Harbors system.

10% Facilitate support groups for children on the Sand Point campus and provide childcare support as needed.

10% Participate in department, organization and Community meetings and relevant trainings as required; participate in the Solid Ground Anti-Racism Initiative as part of resident services and professional development. Attend other community provider meetings that provide assistance and advocacy to homeless families as appropriate to network, and increase knowledge of local resources.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education and Experience:

Requires one of the following:

a) Three years of direct social service experience, including experience providing case management with homeless families in a social service setting.
b) Bachelor's Degree in Social Work or other related field and two years direct social service experience, including experience providing case management with homeless families.
c) Any combination of experience and education and measurable performance which demonstrates the capability to perform the duties of the position.

Also requires:

- Experience addressing a variety of social issues such as homelessness, child development, mental health, trauma, domestic violence and substance abuse, and knowledge of local resources available to assist individuals impacted by these issues.

Minimum Qualifications:

- Excellent communication skills, both oral and written.
- Ability to provide money management and budgeting assistance/direction to residents.
- Good organizational and record keeping skills, including the ability to maintain accurate and confidential files.
- Ability to work individually in a self-directed manner and as part of a team.
- Self-motivated with an ability to problem-solve and prioritize.
- Basic knowledge of computer software (Microsoft Word, Excel, Outlook and database systems).
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.
- Access to reliable transportation, valid driver's license, vehicle insurance that meets Washington State's minimum guidelines and the ability and willingness to utilize car to travel throughout King County.
- Ability and willingness to occasionally work evenings and weekends to respond to resident needs.

Desired Qualifications:

- Bilingual in Spanish or African dialects or any other languages.

Physical Demands/Working Conditions: This position works in an office setting 40% of the time and 60% in the field on site. Employee spends 10% of office time in meetings, 10% of the time on the phone, and 20% of the time on the computer. In the field, employee spends 60% with on-site family meetings. Position requires employee to lift/carry 5-10 pounds occasionally and push/pull 5-10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed. Stairs and walking required.

Hours & Compensation: This is a **union** position paying $22.11 per hour plus benefits. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

Solid Ground is an equal opportunity employer committed to workplace diversity. We not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.