Job Description

Job Title: Temporary DV Rapid Rehousing Case Manager

Department: Broadview/Residential Services

Supervisor: Domestic Violence Manager

Salary Grade: 25

FTE: 1.0

Status: Non-Exempt

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential. 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 Temporary Rapid Rehousing Case Manager serves families experiencing domestic violence and homelessness in the greater Seattle area. This position works with DV Survivors fleeing intimate partner abuse, to rapidly obtain and stabilize housing for their families. The primary duties of this position will include, working with clients in the community, safety planning with survivors, assist survivors with obtaining protection orders, and supporting survivors with goal planning and budgeting, and providing tenant advocacy with landlords, to reduce housing barriers. The DV RRH case manager provides information and referrals to services with the eventual goal of helping the families establish and maintain a permanent home.
Essential Responsibilities, Duties and Tasks

Case Management: Provide case management, resource referral and follow-up assistance to survivors in King County who are fleeing DV due to intimate partner abuse with their children, and addressing a variety of barriers to obtaining permanent housing. Travel throughout King County to meet with survivors where they are residing; Work with survivors to create a survivor centered plan to address their family’s needs, which may include safety planning, refers to DV legal services, counseling, education, employment, and job training. The case manager will assist survivors with accessing resources such as, public benefits, healthcare access, childcare funding, and parenting resources. The DV RRH Case manager acts as a liaison between families and community agencies to support the individual family’s needs.

Housing Support: Assist families with housing search efforts, develop relationships with prospective landlords and property managers, secure permanent housing for families with stability and resources to maintain housing, providing financial assistance where necessary. Work with survivors to remove any previous housing debts, and advocate with creditors to remove barriers to renting properties. Provide on-going case management for the term of rental subsidy until it expires.

Records: Maintain accurate and confidential client case records. Maintain accurate and timely statistics and documentation to meet program goals and contractual requirements; Complete monthly check requests for survivors’ rents, submit financial hardship requests on the survivor’s behalf.

Planning: Conduct a needs assessment with the family, and work with families to create an individualized service plan based on goals and ability to achieve those goals. Review and actively monitor and assist clients in making progress toward meeting goals.

Teamwork: Participate in program, Department and agency meetings and relevant trainings as required, as well as inter-agency groups.

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 OR
(b) Bachelor’s degree in social work or other related field and one year direct social service experience, including experience providing case management with homeless families OR
(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, trauma, domestic violence and substance abuse, and knowledge of resources available to assist individuals impacted by these issues.

Minimum of twenty hours of basic domestic violence training that covers theory and implementation of empowerment-based advocacy, history, confidentiality, safety planning, etc. (WAC 388-61A-0350)

Desired Experience:
- Experience with mental health/substance abuse issues a plus
- Experience with refugee and immigrant communities

Minimum Qualifications:
- Excellent communication skills, both oral and written.
- Ability to provide money management and budgeting assistance/direction to clients.
- 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.
- 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 on a daily basis.
- Proficient knowledge of computer software (Microsoft Word, Access, and Excel);
- Ability and willingness to occasionally work evenings and weekends to respond to client needs.

Physical Demands/Working Conditions: This position works in an office setting, performing general office duties 20% of the time and 80% in the field, seeing clients and driving. Position requires employee to lift/carry 5-10 pounds occasionally and push/pull 5-10 pounds seldom, 1-5 pounds frequently. General office duties include computer typing, filing, and copying. Position has the ability to sit/stand as needed, frequent driving/sitting. Stairs and walking required when meeting clients in unknown areas. Must be able to use a vehicle for driving frequently.

Hours & Compensation: This is a temporary, full-time position expected to end December 31, 2023. Pay starts at **$24.81-29.74 per hour**. The position is eligible for Sick/Safe Leave in accordance with City of Seattle Ordinance and Washington State Law.

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