



Job Description

Job Title: Sand Point Residential Case Manager- Santos Place

Department: Residential Services

Supervisor: Santos Residential Program Manager

Union Affiliation: OPEIU
(Associated dues will apply)

Status: Non-Exempt

FTE: 1.00

Salary Range: 208

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

This position provides support services and focuses on housing stability to help residents achieve the highest quality of life possible. The Case Manager (CM) provides culturally competent, individually tailored case management to assist residents with needed resources to maintain housing. This position carries a case load of 35 residents and assists residents to develop goal plans for housing, basic life skills, addresses mental health issues, barriers to employment and other goals to support and achieve housing stability. Additionally, the position is responsible for entering data into the agency data base, and the Homeless Information Management System

(HMIS), monitors the security cameras in the Santos office and works with the team to foster an atmosphere of safety for residents and staff.

Essential Responsibilities, Duties and Tasks

Case Management: Provide on-site, in-home case management which includes housing stability assessments, case planning, advocacy, resource referrals, monitoring progress and adjusting goal plans as needed. Maintain resident case load and manages timelines, reporting and documentation requirements; works with residents to create an individualized service plan with goals and objectives, monitors and reviews progress and adjusts as needed. Review resident budget and assess need for supportive services. Provides crisis intervention and advocacy to residents.

Coordination: Communicate and coordinate with resident and other community agencies on resident progress as appropriate to meet resident needs, including DSHS, employers, Social Security, Mercy Housing, etc. Document all communication in resident file.

Program Supervision: Orient new residents to the program. Explain and enforce program policies and procedures to ensure residents know what is expected to maintain housing stability. Meet with new households bi-monthly until resident is stable and connected to services, and monthly thereafter, or as needed. Schedule at least one monthly visit in resident unit, to ensure good maintenance of unit and compliance with lease.

Records: Maintains confidential resident case records, accurate and timely statistical documentation that meets program goals and contractual requirements. Enters data into the Seattle King County HMIS system and the agency database Case Worthy. Inform supervisor of client related issues or facility issues that arise during shift.

Safety: Monitor the security camera system, the front door, and the activity in the lobby, including welcoming residents, guest, visitors, and enforcing rules. Sanitize workspace or other surfaces. Performs floor checks during the swing shift to engage with residents to ensure safety.

Teamwork: Participates in department, organization and Community meetings and relevant trainings as required; participates in the Solid Ground Anti-Racism Initiative; attends workshops, classes and conferences to enhance professional skill building.

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 requires staff to sit/stand as repeatedly needed. Stairs and walking required. This position is required to always work in person at the Sand Point, Santos Place worksite.

Hours & Compensation: This is a regular, full-time, union position **starting at \$28.01 per hour plus benefits.** Salary range \$28.01 - \$41.17. 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 employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

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