



Job Description

Job Title: DV Housing Case Manager

Supervisor: Housing Manager

Department: Residential Services/Broadview Shelter

Union Affiliation: OPEIU
(Associated dues will apply)

Status: Non-Exempt

FTE: 1.00

Salary Grade: 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

Broadview is a 24-hour facility providing emergency shelter (10 units), transitional housing (21 units) and support services to women, children, and youth whose lives have been disrupted by family violence, substance abuse, inadequate medical and mental health care, long periods of family separation, child abuse and neglect and poverty. Support services include on site crisis intervention, case management and advocacy-based counseling, legal advocacy, information and referral, and long-term stabilization services.

The DV Housing Case Manager provides advocacy-based counseling and case management services including assessment, information and referral and goal setting and is responsible for cooperative case planning and coordination of services for residents.

The Broadview Housing Case Manager provides professional services to families experiencing homelessness, domestic violence, sexual violence and stalking who reside throughout the Seattle and King County area and who relocate from other counties and states. This is a skilled professional position that is part of a team that works with families in crisis to rapidly obtain and stabilize housing. The families are survivors who are fleeing intimate partner abuse and who have experienced/experiencing domestic violence crisis and are seeking safety, shelter, and housing.

Essential Responsibilities, Duties & Tasks

Case Management: Provide case management, advocacy-based counseling, information, referrals, and follow-up information to emergency shelter and transitional housing program residents. Work with residents to review individual goals and ongoing progress. Provide information and advocacy regarding legal issues, medical care, employment possibilities and housing referrals. Act as a liaison between client families and community agencies involved with their care and serve as an advocate to coordinate services with providers as needed.

Intake: Conduct screenings, assessments, and intake to admit women, children and youth into both emergency shelter and transitional housing programs.

Conflict Resolution: De-escalate and mediate resident conflicts, and modeling appropriate problem solving. Respond to domestic violence crisis line, providing crisis intervention, safety planning, support, advocacy-based counseling, information, and referral to callers seeking assistance.

Record Keeping: Complete confidential written documentation including resident records, daily logs, weekly goal plans and progress reports, along with overlapping the information to the next Advocate on shift. Review resident files, and staff logs to ensure program records and resident documentation is adequately maintained on a consistent basis. Maintain clear and accurate case notes of all significant interactions in the client records. Complete outcome and exit paperwork, update room charts, and return mail when necessary.

Safety: Work to foster an atmosphere of support and safety for residents, staff and volunteers. Help maintain order and security in the buildings and communicate/enforce program policies and procedures. Work with staff to maintain cleanliness in resident apartments and office/service areas.

Teamwork: Participate in program and agency meetings and relevant trainings as required.

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. Percentage of time spent on responsibilities varies based on shift worked.

Education & Experience

Requires one of the following:

- a) Three years of direct social service experience, including at least one year of experience serving low-income women, children and youth.
- b) Bachelor's degree in a related field and at least one year of experience serving low-income women, children and youth.
- c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

Minimum Qualifications:

- **A minimum of 20 hours of basic Domestic Violence Training that covers theory and implementation of empowerment-based advocacy, history, confidentiality, safety planning, etc. WAC 388-61A-0350**
- Excellent communication skills, both oral and written
- Good organizational and record keeping skills, including the ability to maintain accurate and confidential files
- Excellent problem solving, facilitation and conflict resolution skills
- Basic knowledge of Microsoft Word and Outlook
- Ability and willingness to work individually in a self-directed manner and as part of a team
- 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
- Knowledge of services available in Seattle/King County for low-income women, children, and youth
- Experience working with HMIS and Info net databases or another database system

Also requires:

- Experience with crisis intervention, conflict resolution, child development and case management services with women and children
- Experience providing advocacy-based counseling services to victims of domestic violence

Physical Demands/Working Conditions: This position works in a crisis-oriented shelter environment, 90% of the time with clients and 10% of the time on a computer. Work may be interrupted by the immediate needs of a client in crisis. Work involves physical movement throughout the facility and the ability to climb 4 flights of stairs. Position requires the employee to lift/carry 15-30 pounds occasionally, and push/pull 10-20 pounds occasionally. The position can sit/stand as needed.

Hours & Compensation: This is a regular, full-time (40 hours/week), union position starting at **\$28.01-\$41.17 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 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 on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.