



Job Opening at Solid Ground

Job Title: JourneyHome Case Management Supervisor

Department: Stabilization Services

Status: Exempt

Supervisor: Housing Stabilization Manager

Salary Grade: 104

FTE: 1.0

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 built 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. 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 Management (CM) Supervisor position supports the JourneyHome Rapid Rehousing (RRH) program, which aims to help families experiencing homelessness to quickly obtain and stabilize their housing and avoid a return to homelessness in the future. The CM Supervisor is responsible for direct supervision, and day to day support of Case Managers on the team. The position is also responsible for providing case management services to a partial caseload of 6-8 households facing a wide variety of challenges, including trauma, poverty, domestic violence, justice system involvement, systemic racism, child custody issues, mental health challenges, and substance use. Reporting to and collaborating with the JH Program Manager, this position also supports overall program direction, strategic goals, and mission of Solid Ground.

Essential Responsibilities, Duties and Tasks

- 15% Hiring and Supervision:** Lead hiring process for new team members in collaboration with the Program Manager along with regularly onboarding, training, supervising, and evaluating JHRRH Case Managers. Provide day to day support with case management related issues and challenges, along with guidance toward professional development of the case management team. Conduct regular team huddles, 1:1, and provide support with program and department meetings, retreats, etc. Provide back-up support to Case Managers when away/unavailable.
- 20% Case Management Oversight:** Oversee case management operations to assure relevant, timely, and appropriate services are being provided. Ensure accurate maintenance and confidentiality of client files and documentation necessary for program administration and funding requirements. Enter timely and accurate client information into client databases. Perform regular internal reviews of client files to monitor quality of services and support implementing new policies or regulations per funders and department.
- 10% Data & Records:** Complete program participant data entry of enrollments and exits in HMIS, agency client database CaseWorthy, and Microsoft Excel spreadsheets within required time frame. Work in coordination with Program Manager to ensure the accuracy of data for contract reporting, data collection practices, and budget management. Conduct data review/analysis with Program Manager to inform areas of program strength and opportunities for improvement.
- 5% Referral Coordination:** Function as Coordinated Entry (CE) lead coordinating JHRRH program referral including posting openings in CE, attending case conferencing meetings as needed, communicating with CE staff, referral partners, preparing referral paperwork for case managers, updating referral tracking systems, coordinate Mobility Transfers, and update HMIS system to determine referral household's eligibility.
- 25% Case Management:** Provide consistent, intensive-case management, resource referral and follow-up assistance to a partial caseload of 6-8 households experiencing homelessness in King County. Support families in setting goals and advocating for their needs and accessing services and resources by utilizing a Housing First, harm reduction, trauma-informed, strengths based, whole person approach to care. Assist participants in applying for public benefits, partner with Benefits Legal Assistance to mitigate legal issues if needed. Act as a liaison between participant families and community agencies involved with their case and maintain ongoing communication with other providers as needed. Travel throughout King County and occasionally adjacent counties as needed to meet with participants where they are residing. Work on budgets with participants including linkage to programs focused on credit repair, debt reduction and employment search support.
- 5% Collaboration:** Partner with Landlord Engagement Specialist to help families secure and maintain permanent housing. Conduct strengths-based assessment of housing placement barriers and work in partnership with participants to develop plans for obtaining and maintaining permanent housing. Provide guidance on the housing application process-and housing search process. Negotiate with creditors of past rental housing debt. Refer and partner with debt-focused legal services. Assist participants in requesting legal Orders of Limited Dissemination when necessary. Proactively plan for program graduation with participants to prepare for successful program exit.

10% Organization: Oversee and maintain accurate participant case records with confidentiality, track financial records, and save electronic files in Excel spreadsheets and various databases of the case management team. Ensure high level of accuracy and completeness in data, documentation by randomly checking client files mainly to meet program and contractual requirements. Ensure CM data entry is completed within required timeframes. Complete client assistance check requests and credit card payments. Ensure that participant assistance fund requests by CMs are appropriate and are adequately coded and documented to meet funding requirements.

10% Teamwork: Participate in program, department, and agency meetings as required, as well as interagency groups that provide assistance and advocacy to homeless families. Participate in internal and external trainings pertaining to this position in accordance with learning program. Assist team members with ongoing continuous quality improvement efforts, including creative problem solving, helping to develop program systems or procedures, or participating in focused team workgroups.

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 & Experience

Requires:

- At least three years of experience in a social service or related setting, with at least 2 years of case management experience with people experiencing homelessness, and at least one year of supervising staff or leading a team experience **And**
- Bachelor's degree in social work or related field.

Also requires:

- Experience with and comprehensive understanding of a variety of social issues such as homelessness, trauma, poverty, oppression, behavioral health challenges, domestic violence and chemical dependency, and knowledge of resources available to assist individuals impacted by these issues.
- Access to reliable transportation (vehicle is required), 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 and occasionally adjacent counties on a daily basis.

Desired Qualifications:

- Experience with professional development process.
- Previous working experiences with rapid rehousing or intensive case management program

Minimum Qualifications:

- Ability to gather and hold contractual knowledge and requirements and communicate those requirements to team members and others.
- Excellent interpersonal and communication skills, both oral and written, and ability to make complicated information accessible.

- Ability to provide individualized goal planning, money management, credit repair, and budgeting assistance and coaching to participants.
- Excellent organizational and record keeping skills, including the ability to maintain accurate and confidential files in adherence to HUD and other government contractor requirements.
- Demonstrated attention to detail and ability to track and consistently meet deadlines.
- Knowledge of housing resources and social services in King County, basic knowledge of Section 8 guidelines and Landlord/ Tenant Law, and the ability to communicate technical housing related rules to families renting homes.
- Demonstrated ability to work within an environment of complex regulations and to complete extensive documentation.
- Demonstrated ability to work individually in a self-directed manner and collaboratively as part of a team.
- Self-motivated with exceptional problem-solving skills and ability to prioritize and manage time effectively with competing priorities.
- Demonstrated understanding of motivational interviewing, trauma informed care, conflict resolution, and de-escalation skill set.
- Demonstrated skills in flexibility and adaptability, particularly regarding changing program and service expectations.
- Team player who is resourceful, accountable, thorough, social-justice oriented, with compassion and a sense of humor.
- 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.
- Understanding and commitment to continued self-exploration of anti-racism initiatives and implicit bias.
- Proficient knowledge of computer software including Microsoft Word, Excel, Outlook, and case management database, and ability to utilize technology to work offsite.
- Ability and willingness to occasionally work evenings and weekends to respond to participant needs.

Anti-Racism Initiative (ARI) Expectations:

- Foster discussion and learning among staff to better understand and dismantle institutional racism.
- Abide by and support agency-wide efforts to incorporate anti-racism principles and cultural competency and standards into all hiring processes and performance evaluations.

Physical Demands/Working Conditions: This position works remotely and in an office setting, performing general office duties 60% of the time and 40% off site seeing participants 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 participants in unknown areas. Must be able to use a vehicle for frequent driving. This position is eligible to have a hybrid schedule with management approval.

Hours and Compensation: This is a regular 40/week, exempt non-union position starting at \$67,725.00 annually plus benefits. Salary range \$67,725.00-\$87,537.00. 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.

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.