



Job Title: JourneyHome Case Manager

Department: Stabilization Services

Supervisor: Housing Stabilization Manager

FTE: 1.0

Union Affiliation: OPEIU
(Associated dues will apply)

Status: Non-Exempt

Salary Grade: 207

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 JourneyHome Case Manager supports families of two programs, Rapid Rehousing and Keep King County Housed (KKCH), who are experiencing homelessness or housing instability who reside throughout the Seattle and King County area. This position is part of a team that works with families in crisis to rapidly obtain rental assistance and stabilize housing. The JH Case Manager provides housing-focused supportive services to participants facing a wide variety of challenges, including history of trauma, poverty, domestic violence, justice system involvement, child custody issues, mental health challenges, and substance use. Most of the time is spent out of the office, working with participants and connecting with landlords to collect documentation, support with housing placement or rental assistance application processing, housing search, goal planning and budgeting, providing advocacy, information and referrals to services with the goal to help families exit homelessness and establish and maintain a permanent home. Maintain a caseload of at least 10 families for Rapid Rehousing Program and process rental assistance referrals from KKCH.

Essential Responsibilities, Duties and Tasks

50% Case Management: Provide consistent, intensive, community and home-based case management, referral processing and follow-up assistance to homeless families in King County who are addressing a variety of issues and barriers to obtaining and maintaining permanent housing. Support families in advocating for their needs and accessing services and resources, such as employment programs, mental and physical healthcare, parenting supports, immigration, furniture, domestic violence advocacy, childcare, and legal aid. 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 to meet with participants where they are residing; Provide regular home and community based individualized support to families before and after they are permanently housed, utilizing a harm reduction, trauma-informed, whole person approach to care. Utilize crisis intervention and de-escalation techniques as needed to support safety and stability. Conduct financial coaching sessions with participants focused on helping them to create and follow a realistic budget, build a plan to increase and maintain income, and leverage resources to minimize financial burdens, including linkage to programs focused on credit repair, debt reduction and employment search support.

10% Collaboration: Partner with Landlord Engagement Specialist to obtain eligible documentation for rental assistance along with housing search, secure, and maintain permanent housing for families. 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, assistance with the application process, direct housing linkages, and landlord advocacy throughout the housing search process in collaboration with participants and the Landlord Engagement Specialist. Negotiate with creditors of past rental housing debt, on behalf of participants, to lower the amount due or set up a payment plan. Refer and partner with debt-focused legal services. Assist participants in requesting legal Orders of Limited Dissemination when necessary. Collaborate with Tenant Services to support clients on understanding local, state, and federal housing law along with getting guidance mediate tenancy and lease compliance issues as they arise with participants' landlords. Partner with Landlord Engagement Specialist and landlords to ensure a positive working relationship and stable tenancy for program participants. Proactively plan for program graduation with participants to prepare for successful program exit.

15% Organization: Maintain accurate, confidential and timely participant case records, financial records, and electronic files in Excel spreadsheets and various databases such as HMIS, Case Worthy, and Apricot. Ensure high level of accuracy and completeness in documentation and tracking to meet program goals and contractual requirements. Ensure case notes are completed within required timeframes in appropriate systems. Complete check requests, credit card payments, money orders, and petty cash requests for participant financial assistance needs. Ensure that participant assistance fund requests are appropriate and are adequately coded and documented to meet funding requirements.

15% Application Processing and Assessments: Conduct a comprehensive needs assessment with the family, and work with families to create an individualized service plan to address barriers and participant-identified goals, including a plan to increase and maintain income.

Review and actively monitor and update goals and assist participants in making progress toward meeting goals. Complete rental assistance applications by contractual compliance for families.

10% Teamwork: Participate in program, Department and agency meetings as required, as well as inter-agency groups (including Rapid Re-Housing (RRH) BaseBuilding and KKCH Partner meetings. 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 and Experience

Requires the following:

- (a) Three years of direct social service experience, including experience providing case management with homeless families in a social service setting.
- (b) Associate's degree in social work or other related field. One additional year of relevant experience may be in lieu of degree.

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.

Desired Experience:

- Experience with landlord advocacy and housing navigation
- Bilingual or full professional proficiency in language commonly spoken by program participants (Spanish, Tigrinya, Amharic)

Minimum Qualifications:

- 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
- 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 as needed.
- 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

Physical Demands/Working Conditions: This position works in an office setting, performing general office duties 30% of the time and 70% in the field 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. The position will require at least 2 days/month in-person office attendance along with some additional hours each week in-person at Solid Ground's Wallingford location and out in the community meeting with program participants.

Hours & Compensation: This is a regular, full-time (40 hours/week), union position **starting at \$30.04 /hr. 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