



*"Building strong, healthy, self-sufficient families since 1992"*

Website: [www.fscss.org](http://www.fscss.org)

3545 7<sup>th</sup> Ave SW, Suite 200, Olympia, WA 98502

Phone: (360) 754-9297 Fax: (360) 943-1139

**POSITION TITLE:** Domestic Violence Housing Case Manager (Bilingual Spanish/English preferred)

**REPORTS TO:** Homeless Family Services Program Manager

**SALARY & BENEFITS:** \$16-\$18 per hour DOQ, Benefits package includes medical, dental, vision, life, vacation, sick, holiday, and personal leave

**HOURS:** Full time 40 hours per week, Monday-Friday 8:30-5:00PM. Occasional nights/weekends

**About Us:** Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, "*Working Together to Strengthen All Families*". Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

**Position Summary:** The Domestic Violence Housing Case Manager Position will work with survivors who are fleeing violence and in need of safe, stable housing. Using a trauma informed, survivor centered, and housing first model. This position will be critical to rehousing survivors as quickly as possible.

**Required Skills and Experience:**

- Education: Bachelor's degree in social services or related field. May substitute education for comparable work experience.
- Experience: A minimum of 1 year of experience working directly with families/individuals, as well as survivors, in crisis providing case management, goal planning, advocacy, or similar service
- Skills: Ability to write and speak effectively with all audiences
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs.

**Preferred Skills & Experience:**

- Local work experience; familiarity with Thurston County social service resources
- Experience working with diverse populations
- Ability to write and speak proficiently in Spanish
- Experience with HMIS database and other electronic client tracking systems such as Apricot
- Transportation: Insured personal vehicle and be willing to travel locally

**Licenses and Other Requirements:**

- Washington State Driver's License
- Fully insurable driving record
- Ability to pass a comprehensive background check
- Current DV/SA advocacy certification or willingness to obtain certification upon employment

**Primary Responsibilities:**

- Maintain a caseload of survivors, including single individuals and families, experiencing homelessness and/or fleeing from violence.
- Create a goal plan with each household to address the steps needed to access housing.
- Meet with survivors as often as necessary to evaluate progress in meeting steps in action plan, celebrate successes, provide comprehensive one on one support and advocacy to overcome challenges, and reassess and modifying goals as necessary to ensure success.

***"working together to strengthen all families"***

EXECUTIVE DIRECTOR: Trish Gregory OFFICERS: Marie Lanese, Chair • Dan Smith, Vice Chair • Joanna Garrett, Secretary • Ken Miller, Treasurer

BOARD MEMBERS: Jane Field • Elizabeth Petrich • Theresa Slusher • Eric Sullivan • Dan White • Leatta Dahlhoff •

Katie McMurray • Alyssa Humbert • Nam Nguyen • Daniel Berner, General Council

- Provide direct services to assist survivors in meeting their goals. I.e.: assist in completing housing applications, rapid re-housing documents, completing credit repair tasks, and addressing other barriers to accessing housing.
- Develop and maintain relationships with faith based communities, schools, and other community partners who provide support to survivors of domestic violence; coordinate client services between multiple providers.
- Maintain accurate and thorough electronic files. Retain documentation and case notes of services provided as well as records that demonstrate the successful completion of goals. I.e.: copies of referral forms, completed housing applications, employment, or benefits applications; new hire letter, lease, etc. Ensure required program documentation is maintained (homeless verification, income verification, HMIS release form etc.)
- Provide mobile advocacy for clients to ensure all survivors have access to the available services, which may include meeting at partner agencies, library, coffee shop, or other safe and mutually agreed upon locations.
- Provide services in a trauma informed, survivor centered manner. Follow best practices including housing first, progressive engagement, and harm reduction.
- Provide advocacy and case management for survivors from program entry through housing stability; follow clients for at least 6 months after they have gained permanent housing.
- Exit clients from program if no contact for 60 days. Document a minimum of three attempts to make contact first (phone call, certified letter, home visit)
- Participate in agency's on-call rotation to provide backup support to volunteers in evenings; approximately 3-4 weeks per year.
- Other duties as assigned

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references to [Natalies@fscss.org](mailto:Natalies@fscss.org) or fax documents to 360-943-1139 ATTN: Natalie Skovran, or mail to Family Support Center of South Sound P.O. Box 784 Olympia, WA 98507. **No phone calls please.**

Position open until filled.

*Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.*