



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

Website: www.fscss.org

3545 7th Ave SW STE 200, Olympia, WA 98502

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

POSITION TITLE: Shelter Case Manager (Bilingual Spanish/English preferred)

REPORTS TO: Homeless Family Services Program Manager

SALARY & BENEFITS: \$18-\$20 per hour DOQ. Benefits package includes medical, dental, vision, life, vacation, sick, and holiday leave.

HOURS: Full time 40 hours per week, typically 8:30-5:00PM. May include one weekend day as part of schedule. Schedule to be negotiated.

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 Shelter Case Manager works directly with families experiencing homelessness, utilizing a housing first model, to support families in accessing permanent housing as fast as possible. It is expected that this position will directly support families who are being sheltered in area hotels in response to COVID-19, as well as households placed at the FSC's main campus family shelter (to open in early 2021) and Pear Blossom Place. The case manager will be responsible for interfacing between families and hotel staff, as well as ensuring families receive Coordinated Entry intake and assessment, and are connected directly to the available resources in which they are interested and eligible for. This position may include providing ongoing case management once households secure permanent housing, as well as immediate crisis response.

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 (formal or informal) working directly with families 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:

- Provide intensive case management services aimed at helping families who are sheltered at local hotels, staying at Pear Blossom Place family shelter, and at the FSC's main campus shelter (opening early 2021).to identify and access a permanent housing option as quickly as possible.
- Create a goal plan with each household to address the steps needed to access housing. Keep goal plan up to date and flexible to the needs of families.
- Meet with clients 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.
- Provide direct services to assist clients in meeting their goals. I.e.: assist in completing housing applications, rapid re-housing documents, accessing identification, completing credit repair tasks, and other tasks to mitigate barriers to accessing housing
- Maintain up to date records and tracking to know who was recently placed in shelter, ensuring all families are quickly provided an intake and assessment with Coordinated Entry, and all immediate needs of the families are met (basic need items, food, mainstream benefit connection, etc.).
- Maintain knowledge of the Coordinated Entry system, provide full intake and assessments as needed, along with referrals to internal and external resources in which the household is interested and eligible for.
- Interface with hotel and staff at each sheltering location to mitigate issues or challenges that arise.
- Develop and maintain relationships with faith based communities, schools, and other community partners who provide support to low income families; coordinate family 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.)
- As applicable, offer follow up support and services to families for up to 6 months post permanent housing placement. Services may include home visitation, mobile advocacy, and support at a level and intensity requested of the families.
- Once in 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 overnight shelter staff; 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 or mail to Family Support Center of South Sound 3545 7th Ave SW Suite 200, Olympia WA 98502. 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.