



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

Website: www.fcss.org

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

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

POSITION TITLE: Homeless Family Services Case Manager (Bilingual Preferred)

REPORTS TO: Homeless Family Services Program Manager

SALARY & BENEFITS: \$20-\$21.19 per hour DOQ. Benefits package includes medical, dental, vision, life, vacation, sick, and holiday leave.

HOURS: Full time 35hours per week, Monday-Thursday 9-5, Friday 9-2PM. 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 and Survivors*". 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 Homeless Family Services Case Manager works directly with families experiencing homelessness, utilizing a housing first model, to support families in accessing permanent housing as fast as possible. This may include families staying at FSC's family shelter, Pear Blossom Place, as well as supporting families in accessing rapid re-housing assistance. The position also includes responsibilities specific to coordinated entry for households experiencing homelessness; the position will provide the necessary intake and assessment for households to access housing and shelter resources. (Bilingual Preferred)

Preferred Skills & Experience:

- Experience: A minimum of 1 year of experience working directly with families providing case management/ home visitation /advocacy/resource and referral or related work experience
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs
- Education: Bachelor's degree in social services or related field. May substitute education for comparable work experience.
- Bilingual Spanish/English Preferred
- Local work experience; familiarity with Thurston County social service resources
- Experience working with diverse populations
- Experience providing crisis intervention
- Experience working with survivors of domestic violence, sexual assault, stalking or human trafficking
- Transportation: Must have 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

Primary Responsibilities:

- Maintain a caseload of families with children who are experiencing homelessness, in addition to families currently or recently housed using rapid re-housing rental assistance.
- Create a client centered goal plan with each household. Include strategies and action steps needed to access housing and sustain housing. Utilize goal plan as an ongoing tool to guide case management service. Keep goal plan up to date and flexible to the needs and individual goals of each family.

- 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, completing credit repair tasks, and addressing other barriers to accessing housing.
- 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 coordinated entry intake, assessment and referrals for Spanish households experiencing homelessness as needed, including those whose first language is Spanish. For households that can be diverted from the homeless housing system, offer problem solving conversations and direct connection to available diversion programs/funds.
- Support families experiencing chronic homelessness in accessing permanent supportive housing in the community through established and newly developed partnerships with PSH providers, including FSCSS.
- 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.
- Follow families for up to 6 months following the end of their rental assistance, which may include home visitation, mobile advocacy, and support at a level and intensity requested of the families.
- 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)
- Represent Family Support Center at community meetings including such as Homeless Housing Hub, Local Planning Area, and Coordinated Entry.
- 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 hire@fscss.org or fax documents to 360-943-1139 ATTN: William Parmer, or mail to Family Support Center of South Sound 3545 7th Ave SW Suite 200, Olympia WA 98502. No phone calls.

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.