



"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: Housing Case Manager (Bilingual Spanish/English preferred)

REPORTS TO: Supportive Housing Program Manager

SALARY & BENEFITS: \$20.00-\$21.19 per hour DOQ. Benefits package includes medical, dental, vision, life, vacation, sick, and holiday leave.

HOURS: Full time 35 hours per week, Monday-Thursday 9am-5pm, Friday 9am-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*". 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: Family Support Center of South Sound is developing a housing and supportive services program specifically for families with children enrolled in one of Thurston County's Superior Court Treatment Programs, including Drug Court, Mental Health Court, Family Recovery Court, and Safe Babies Court. Housing assistance paired with intensive case management services will be offered to families, with the ultimate goal to support families in stabilizing their housing and successfully engaging and/or graduating from their treatment program. Staff will partner with the Treatment Court staff and community partners to provide comprehensive services to the families enrolled in the program.

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 comparable work experience for education.
- Bilingual Spanish/English
- Local work experience; familiarity with Thurston County social service resources
- Knowledge of treatment courts and best practices when serving individuals enrolled in treatment programs
- 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:

- Provide intake and assessment of households referred by treatment courts and partners; enroll eligible households to the program as capacity allows and refer ineligible households to applicable community resources
- Maintain caseload of enrolled families with children, having contact at least once weekly

- Work alongside families to establish goals, barriers that impact goal attainment, and action steps necessary to achieve goals. Keep goal plan updated and reflective of the needs and desires of the family
- Provide ongoing case management support to assist family in achieving their goals, including identifying permanent housing options through internal and external referrals; this may include rapid re-housing, shelter, permanent supportive housing referrals, diversion, etc.
- Provide direct services to assist clients in meeting their goals. I.e.: assist in completing housing applications, providing direct landlord advocacy and coordination, treatment court requirements, completing credit repair tasks, and addressing other barriers to accessing housing
- Continue working with families in achieving other identified goals (employment, financial, education, etc.) while searching for housing, as well as once housing is secured.
- 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.
- Complete necessary verifications for households to enroll and remain on the housing program, including but not limited to income and treatment court participation/enrollment
- Co-locate onsite at community partners in order to best serve eligible and enrolled households, such as Resource Hub for treatment court participants
- Attend necessary court hearings and meetings with families enrolled in the program as requested and/or as needed by community partners
- Gain necessary releases of information to properly share client information among program partners, sharing only information authorized by the client(s)
- 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.)
- Prepare quarterly reports to funders and additional reports as needed
- Exit clients from program in accordance to program guidelines
- Participate in agency's on-call rotation to provide backup support to shelter staff in evenings; approximately 3-4 weeks per year
- Represent Family Support Center at community meetings applicable to position, and report back to larger staff of community updates and resource availability
- 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@fscs.org or fax documents to 360-943-1139 ATTN: Hiring, 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.